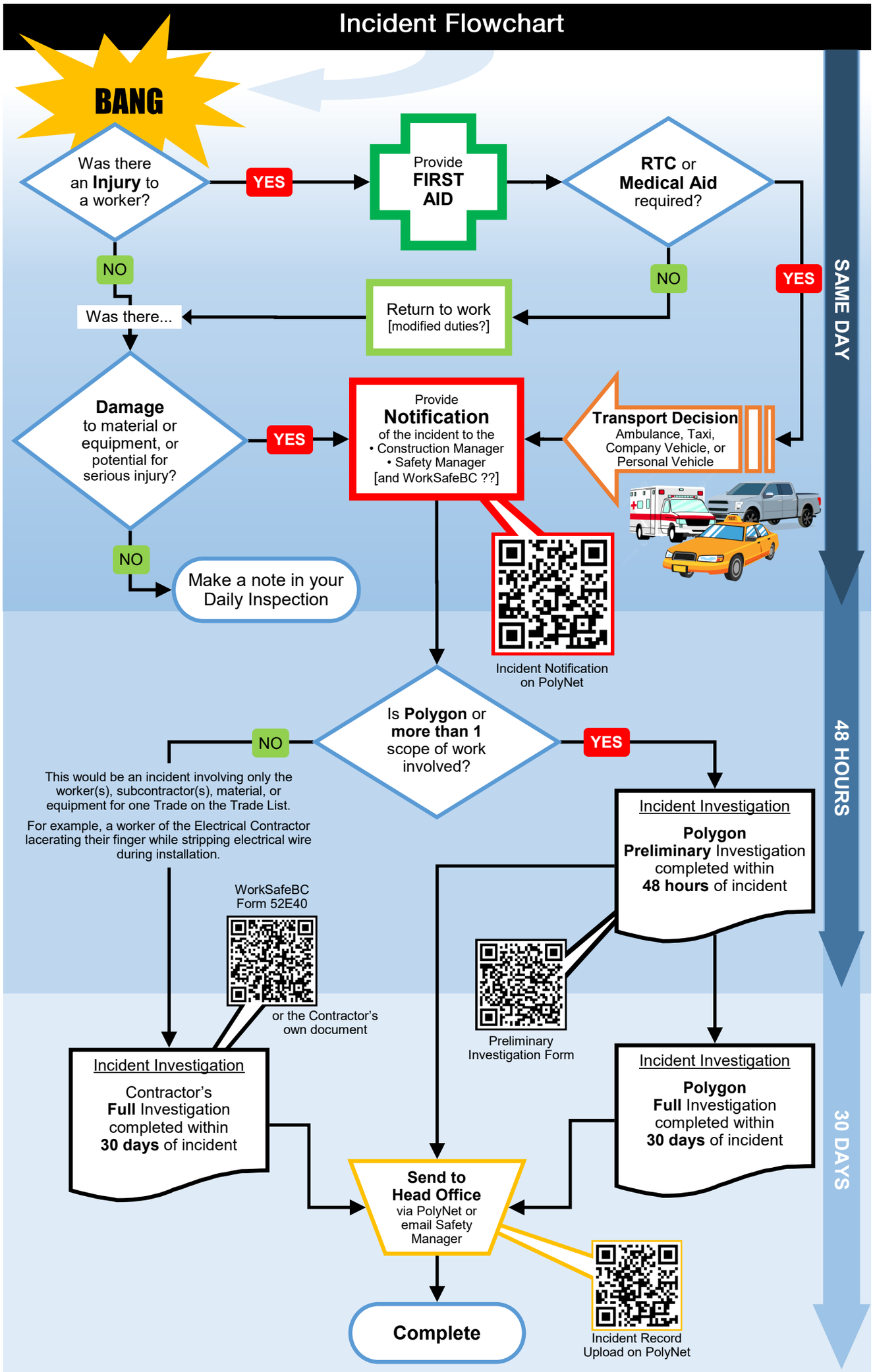Incident Flowchart