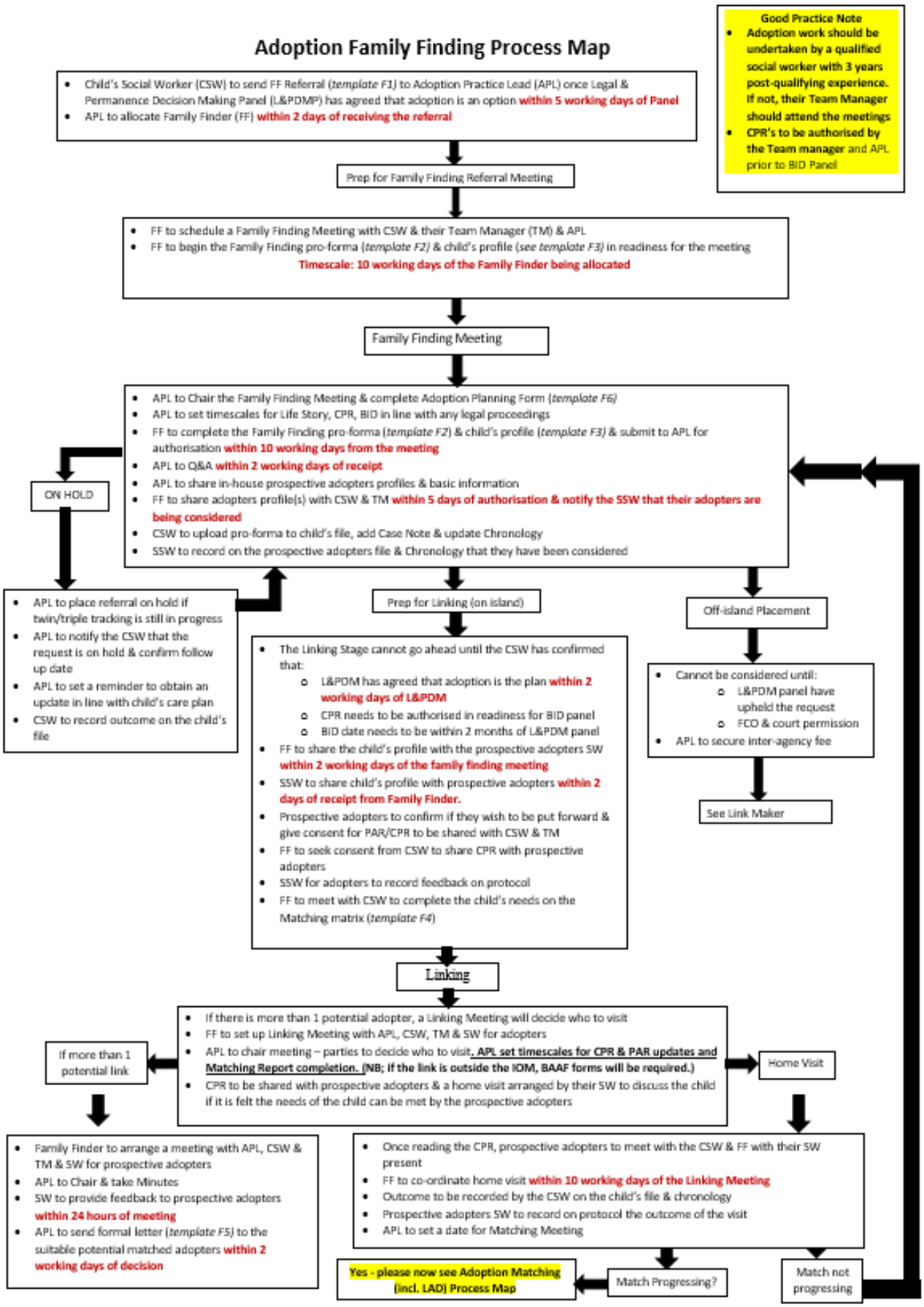Appendix 2: Process Map