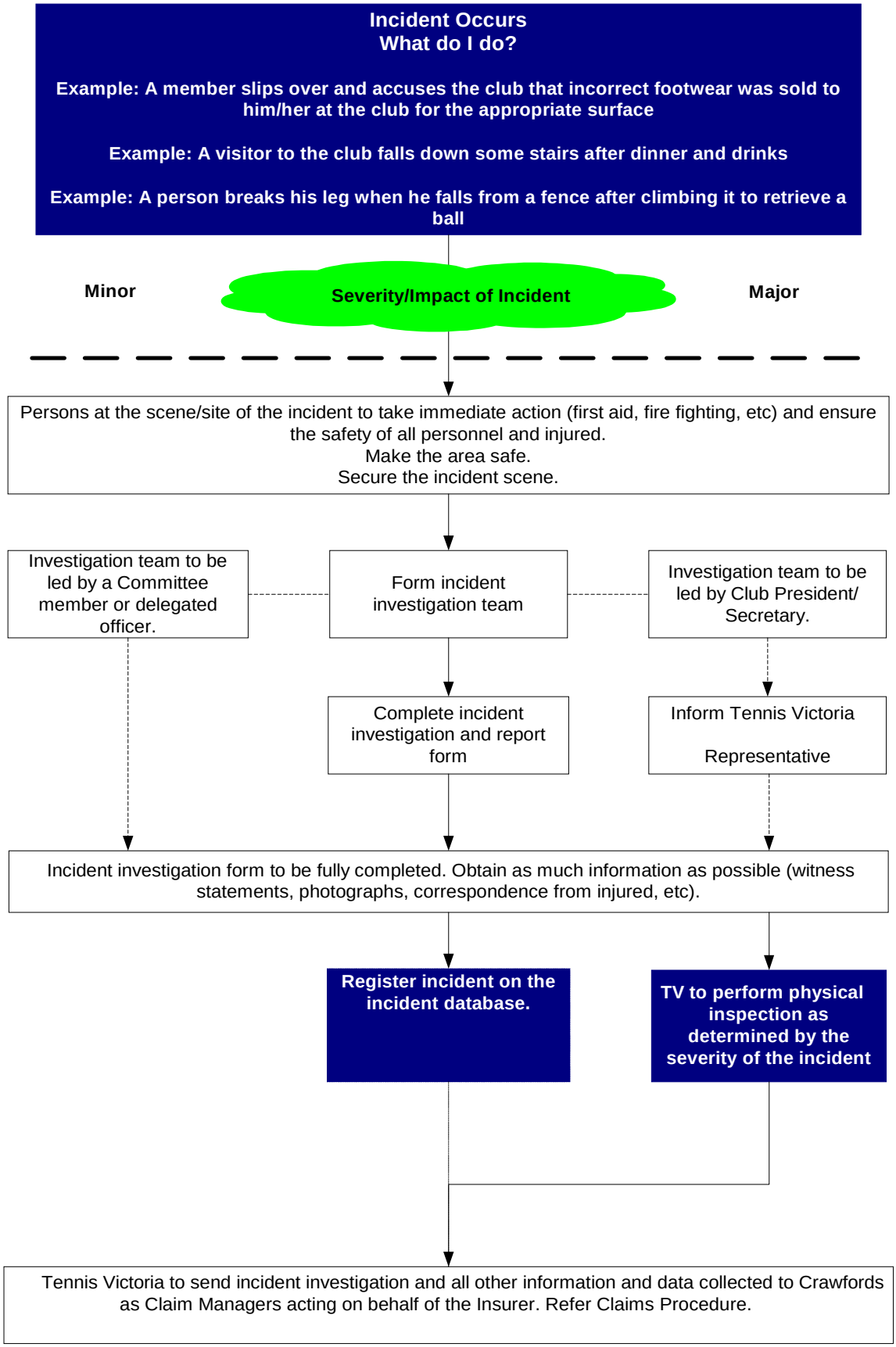Incident Investigation Flow Chart