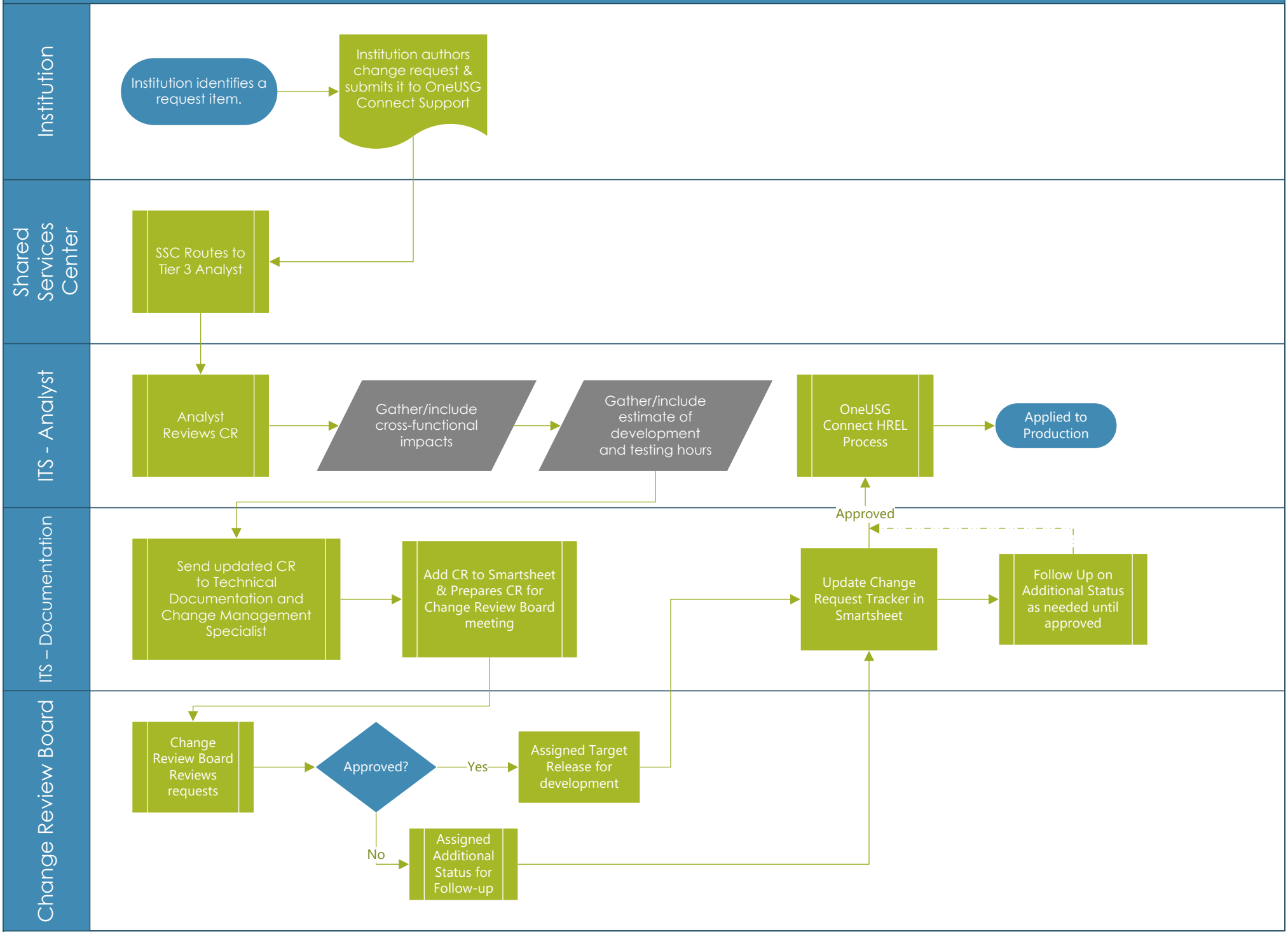Change Request Process (internal support)