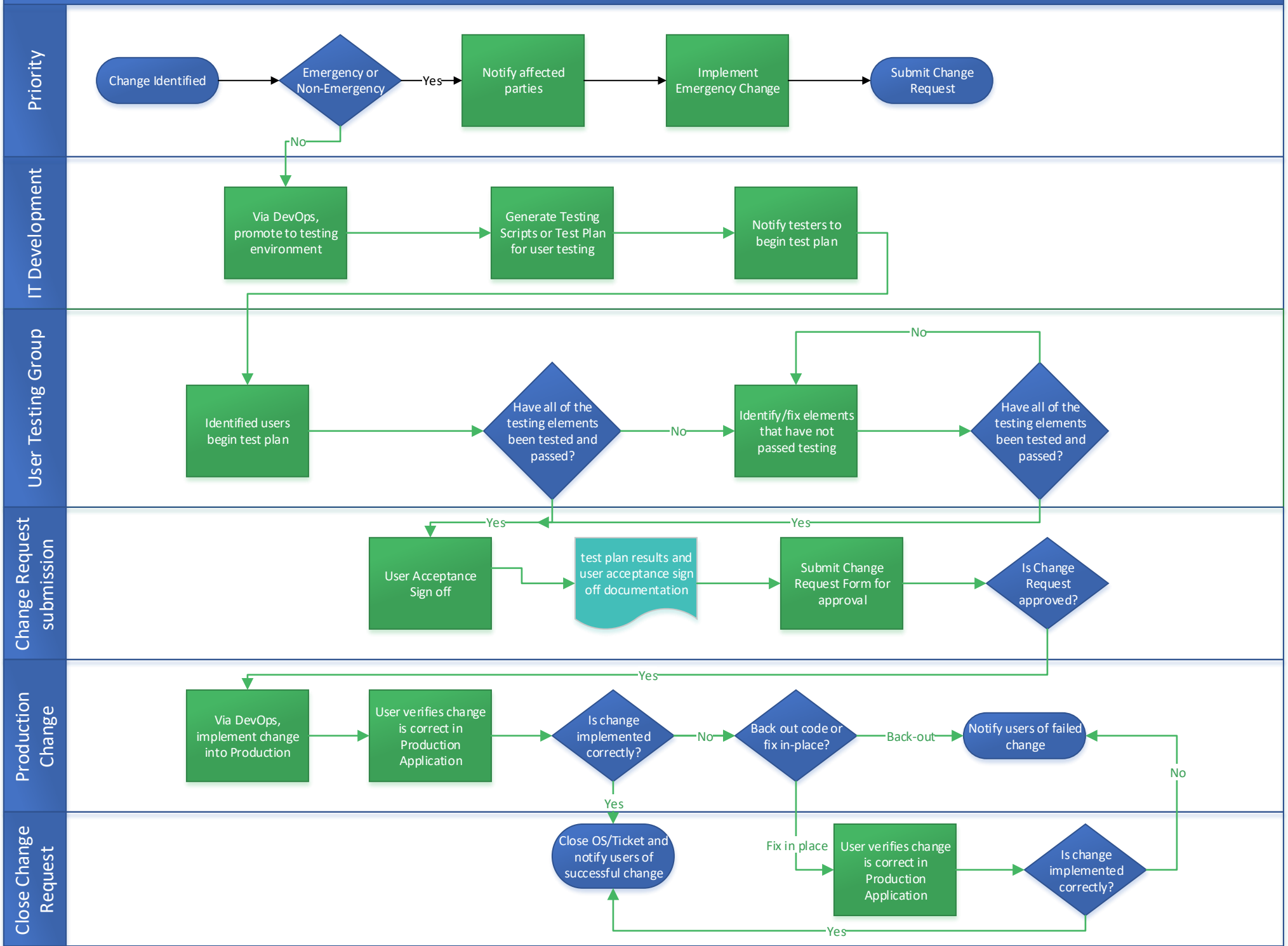Change Management Process