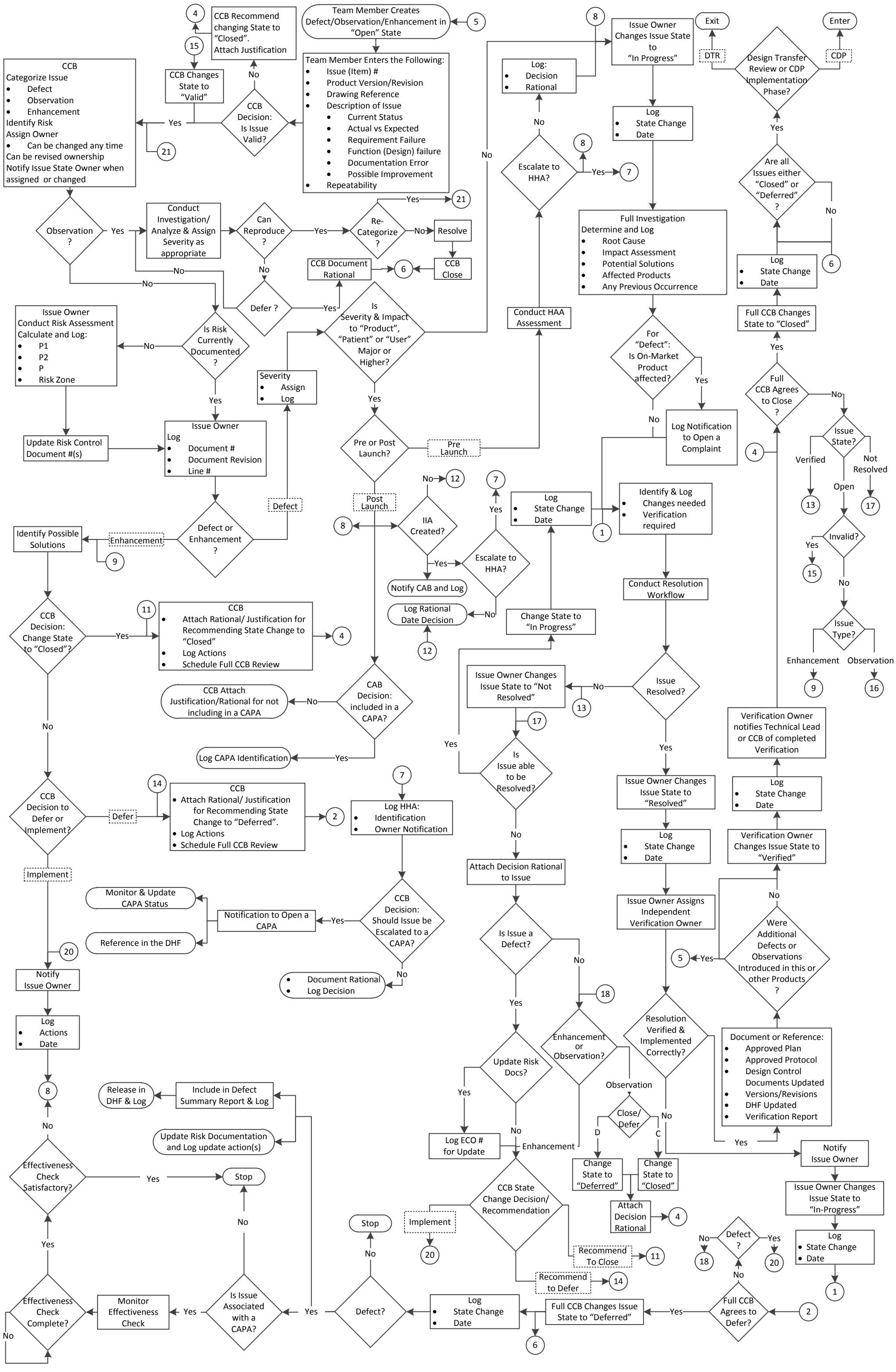Issue Tracking Process Flow