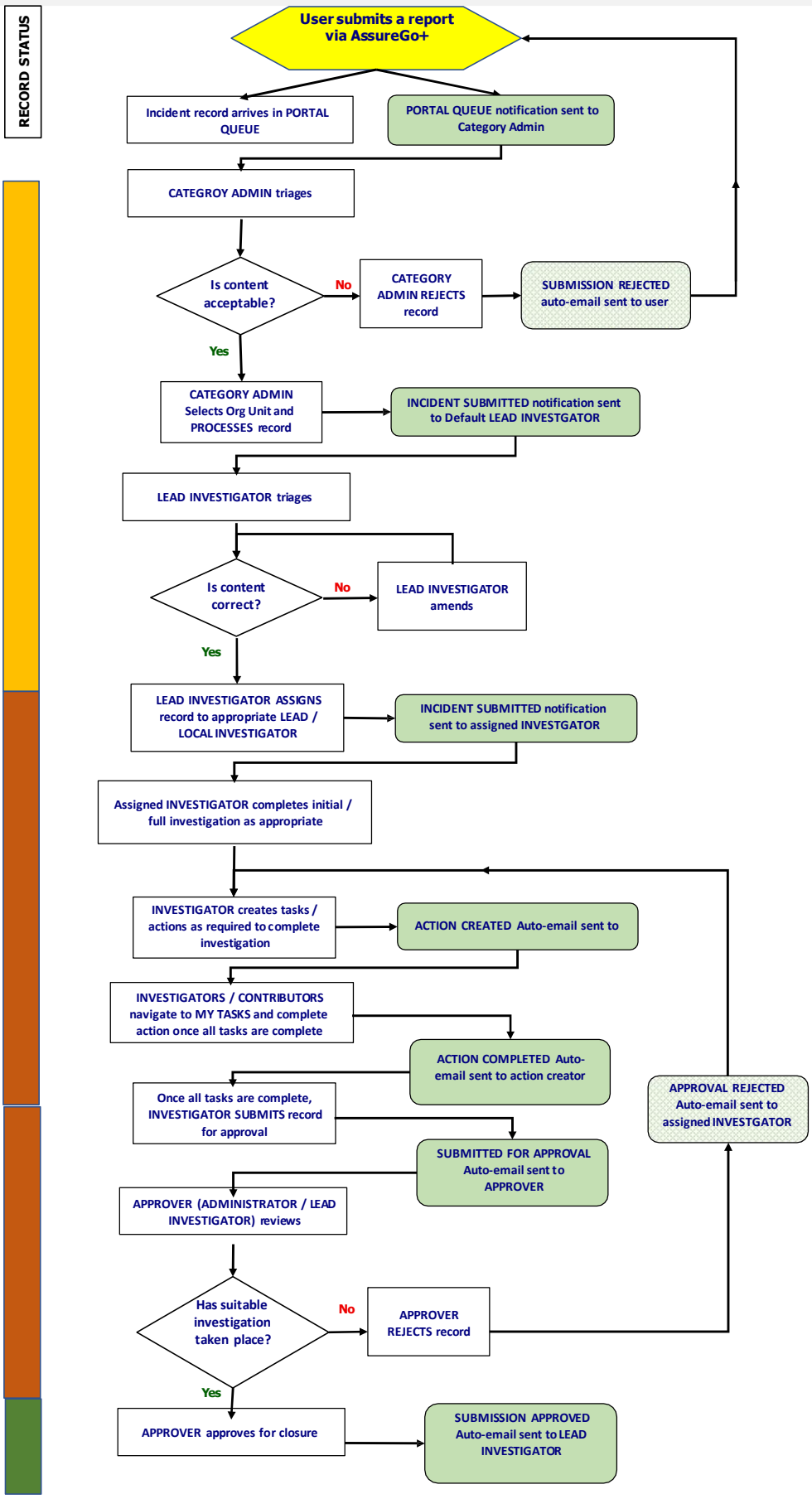Incident reporting process flow