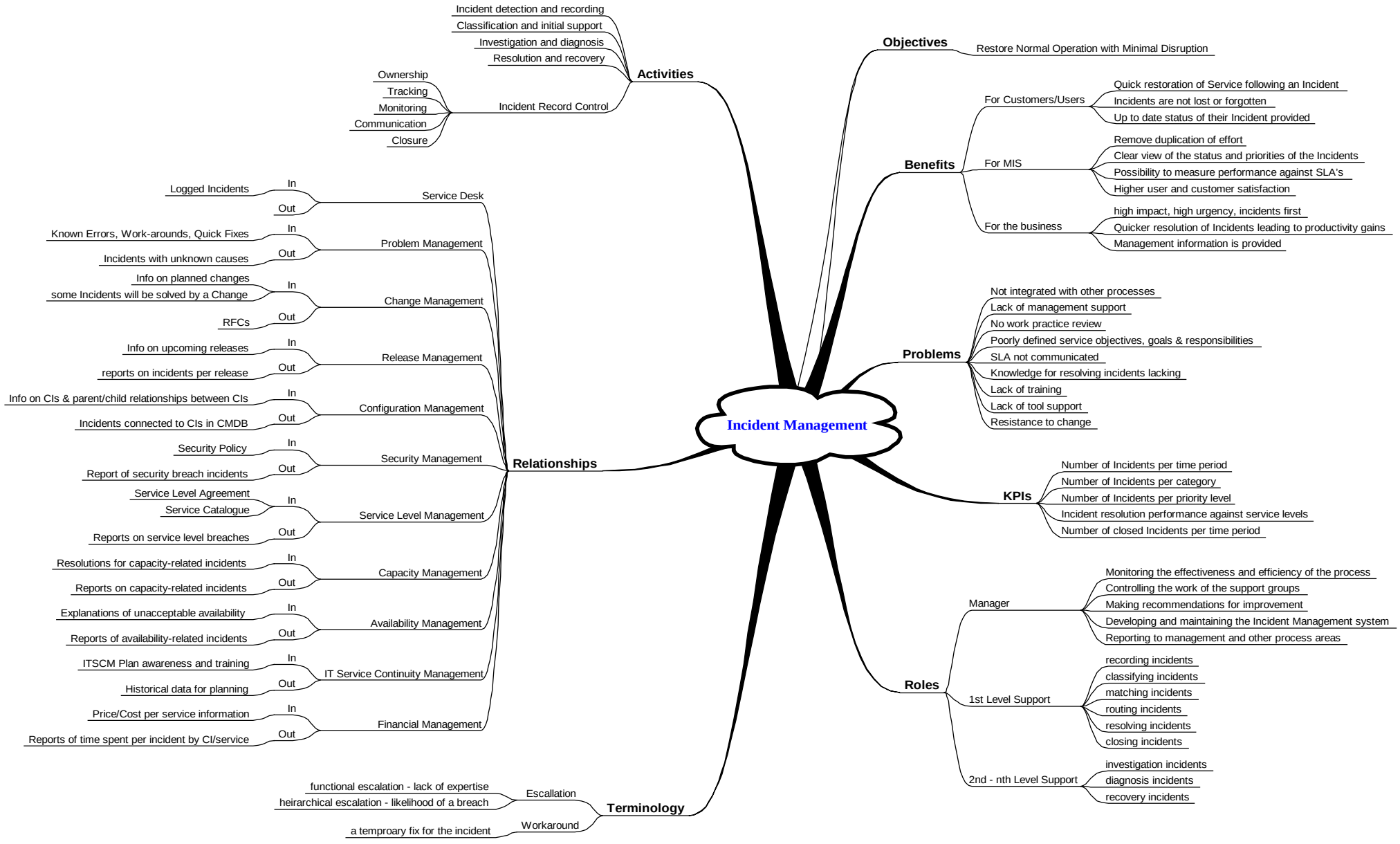INCIDENT MANAGEMENT MINDMAP