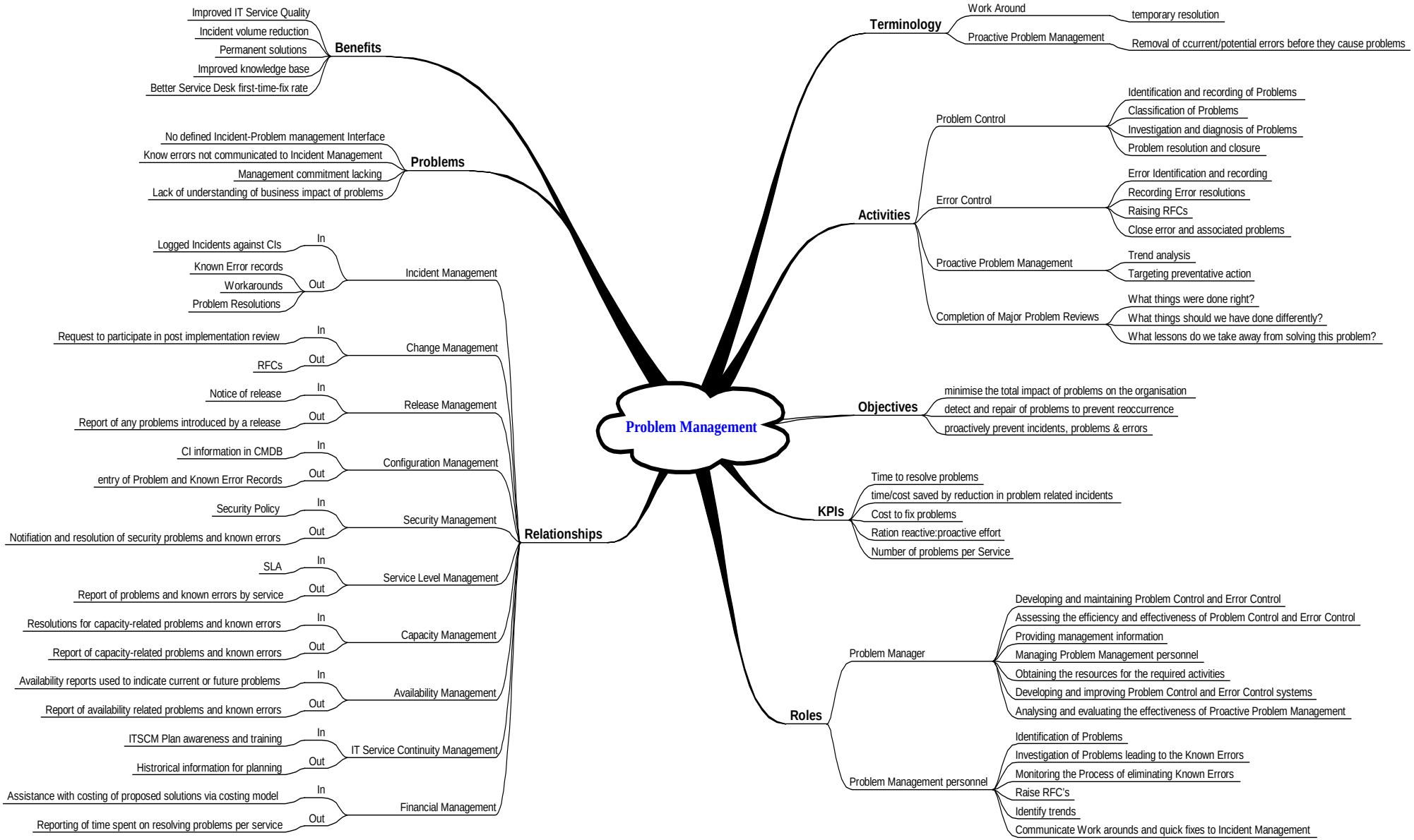PROBLEM MANAGEMENT MINDMAP