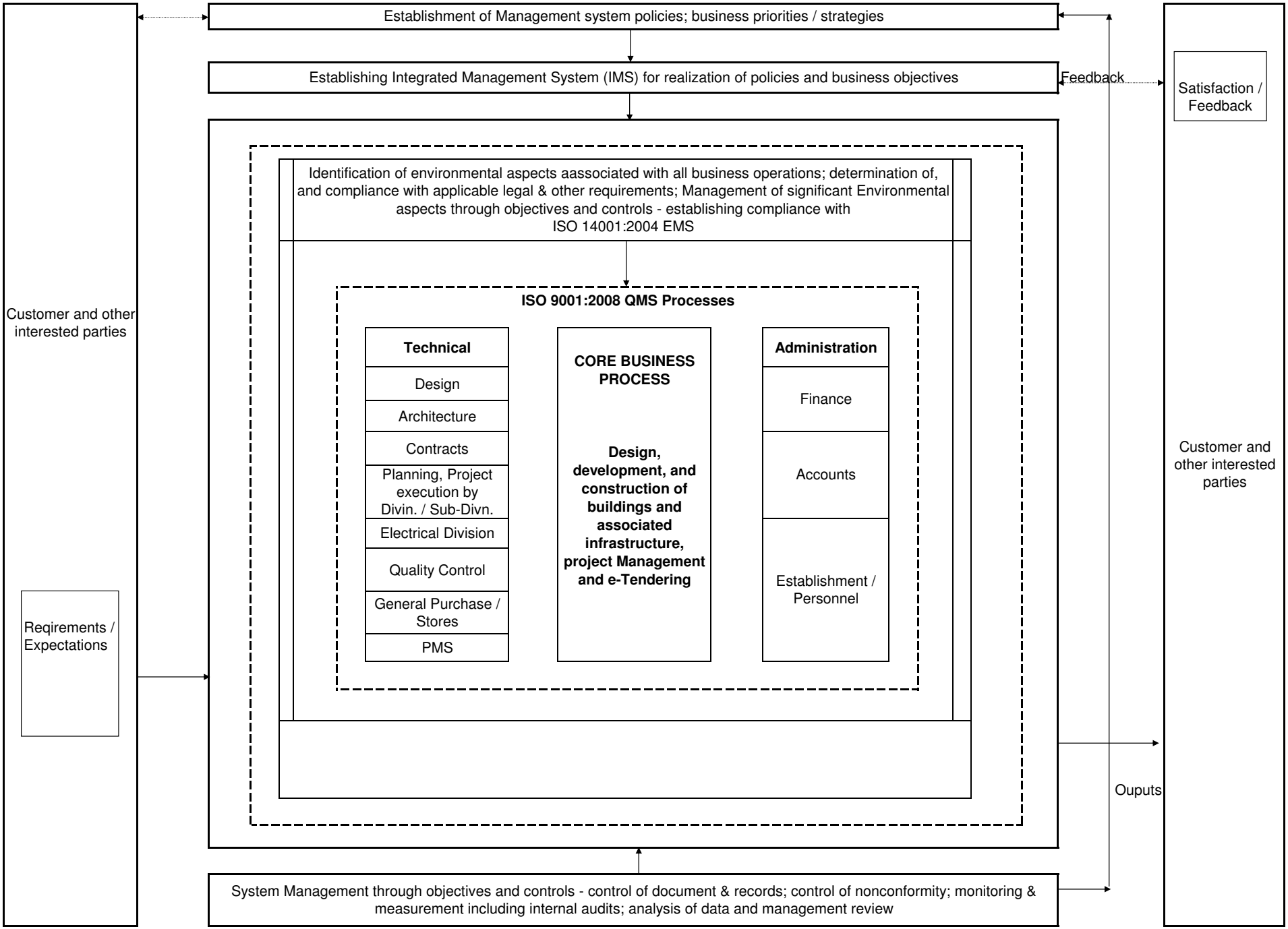Annexure 1: IMS Proceses Overview