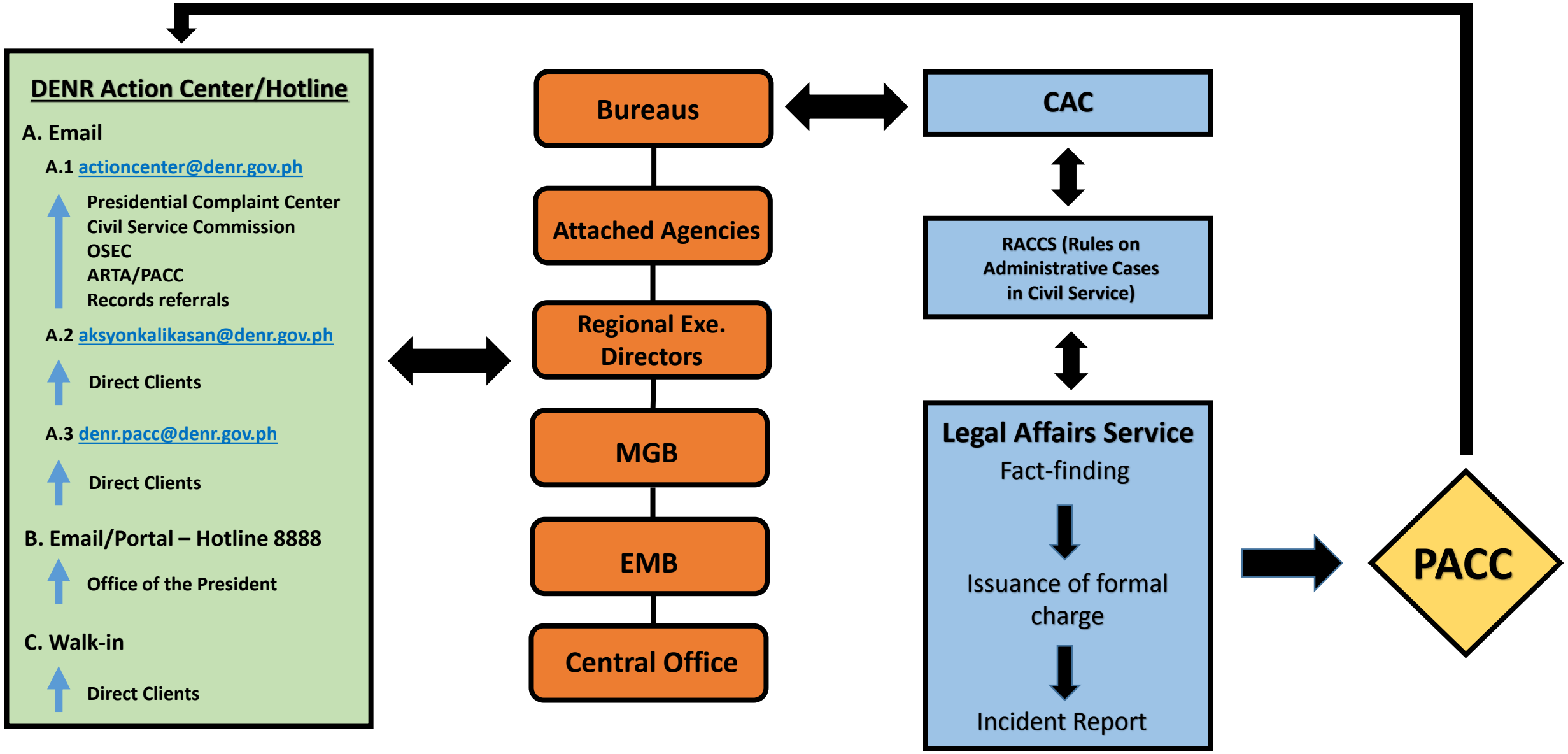INCIDENT REPORT WORKFLOW