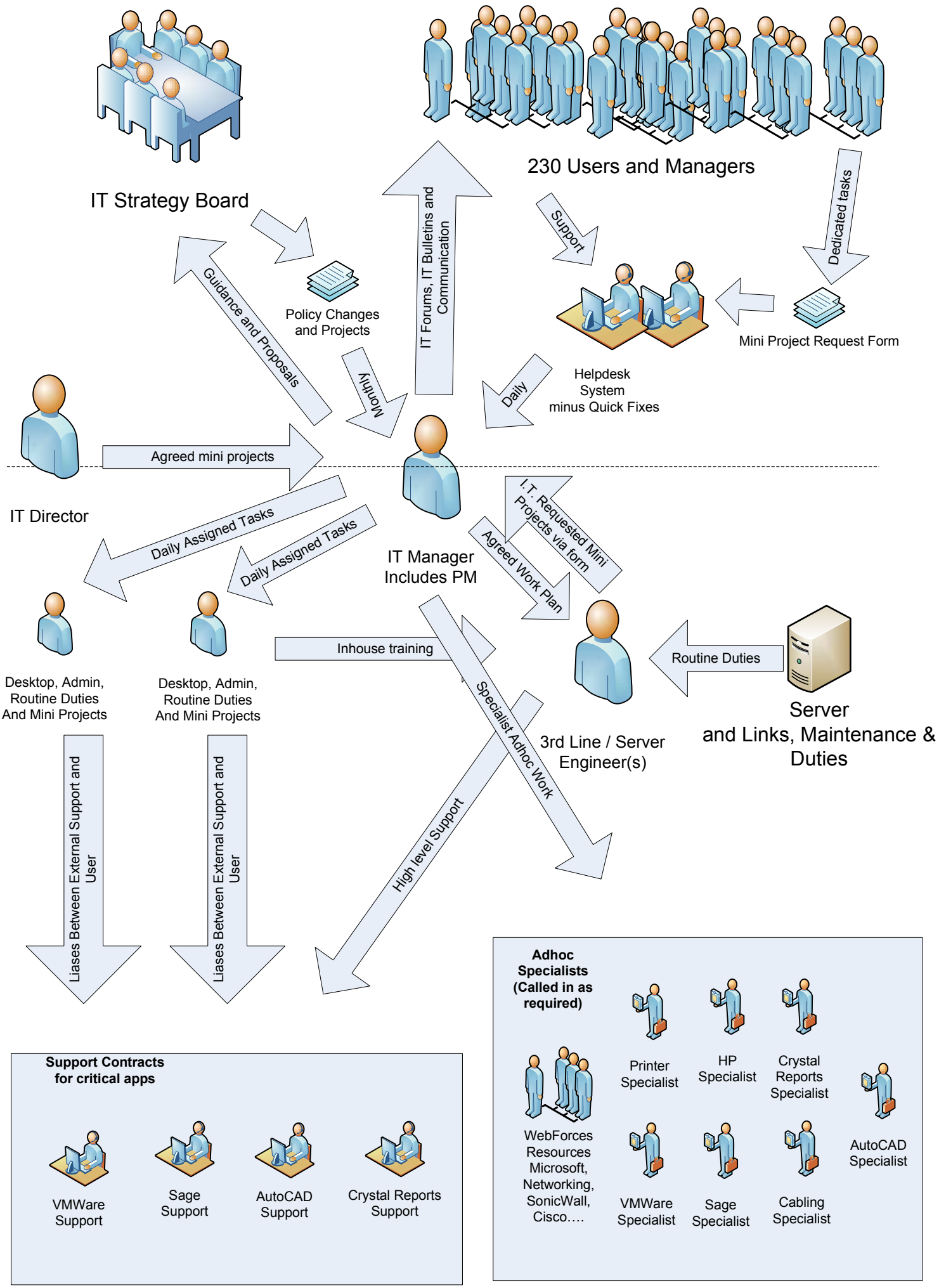IT Process Map and Support Network Example