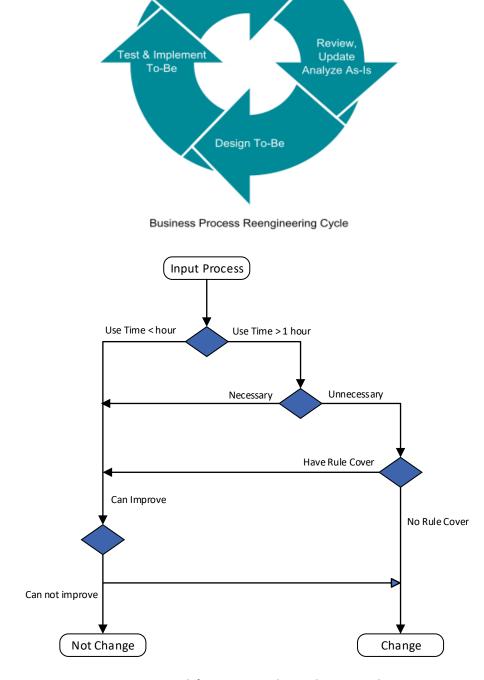
Identify Processes



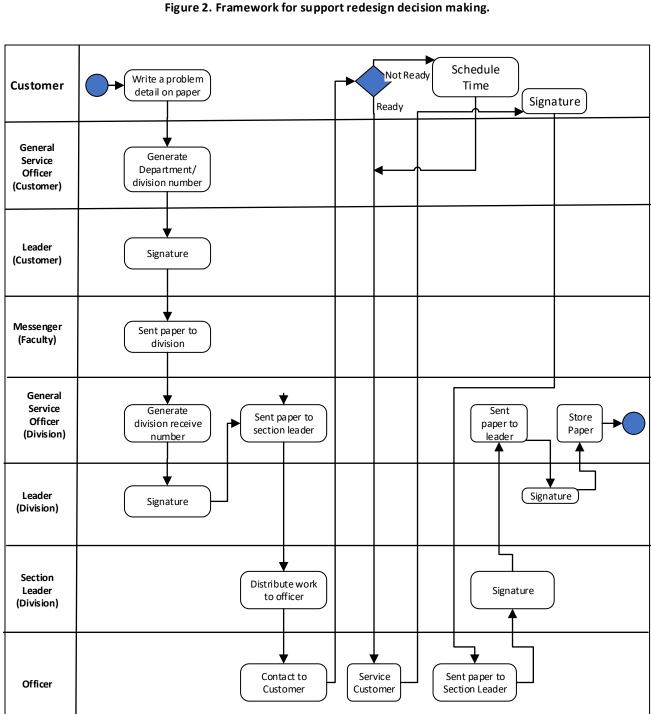
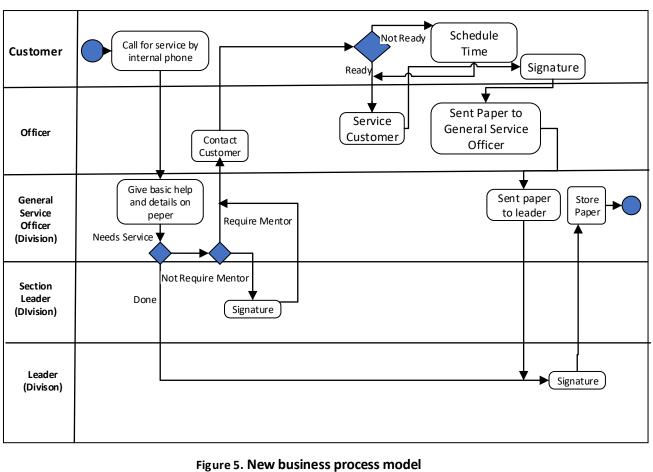


Figure 3. The Current Business Process Model



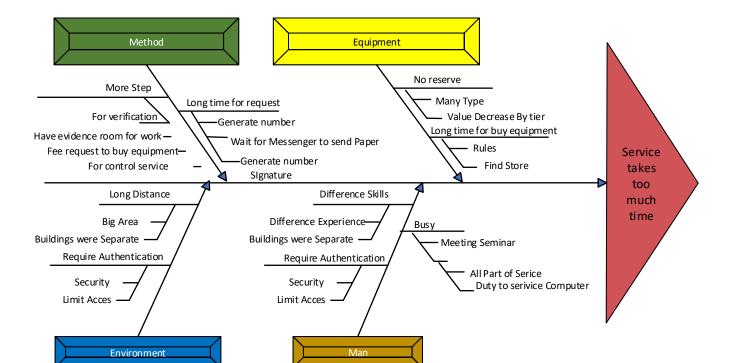


Figure 4. Fishbone diagram