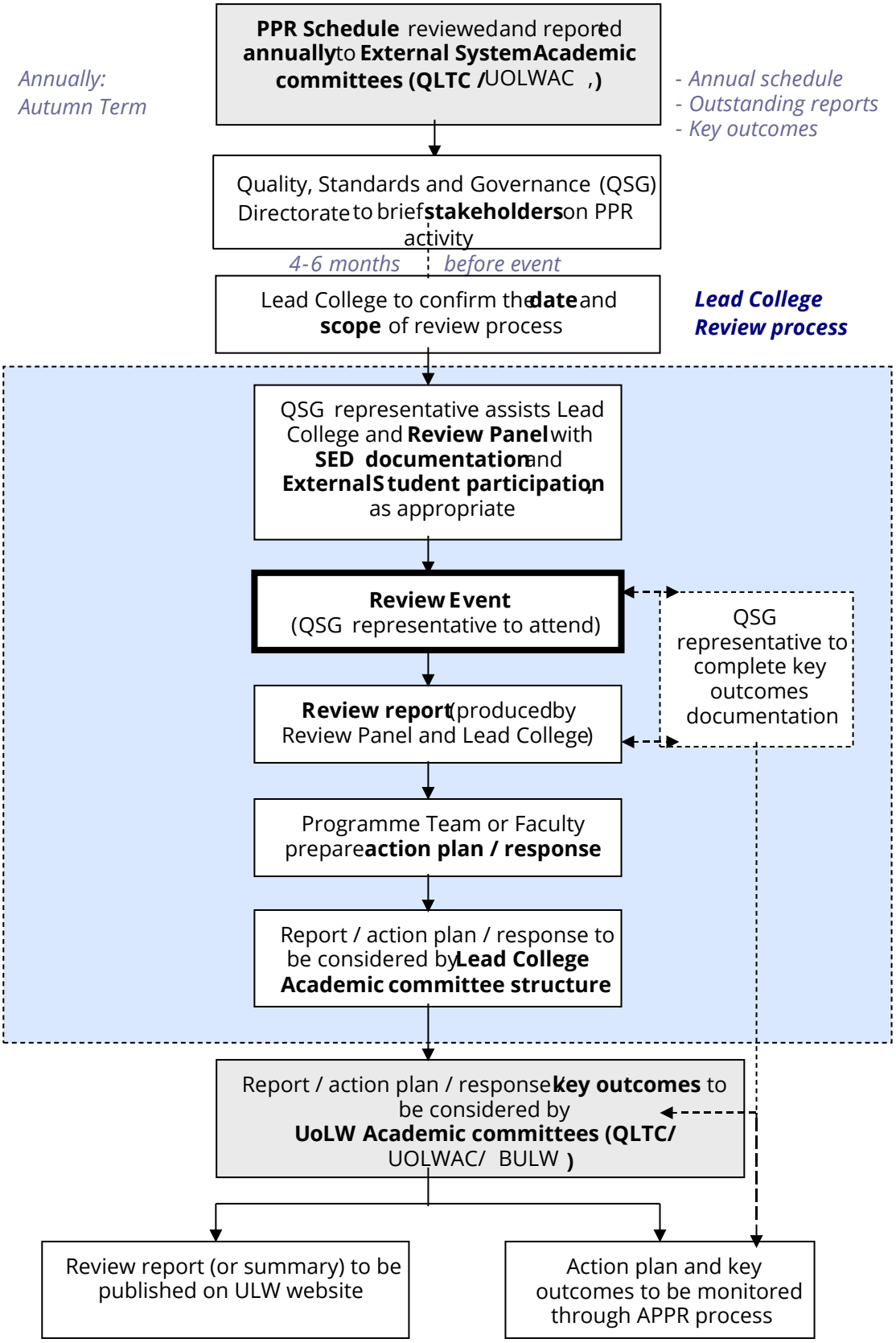UoLW MONITORING AND REPORTING PROCESS WORKFLOW