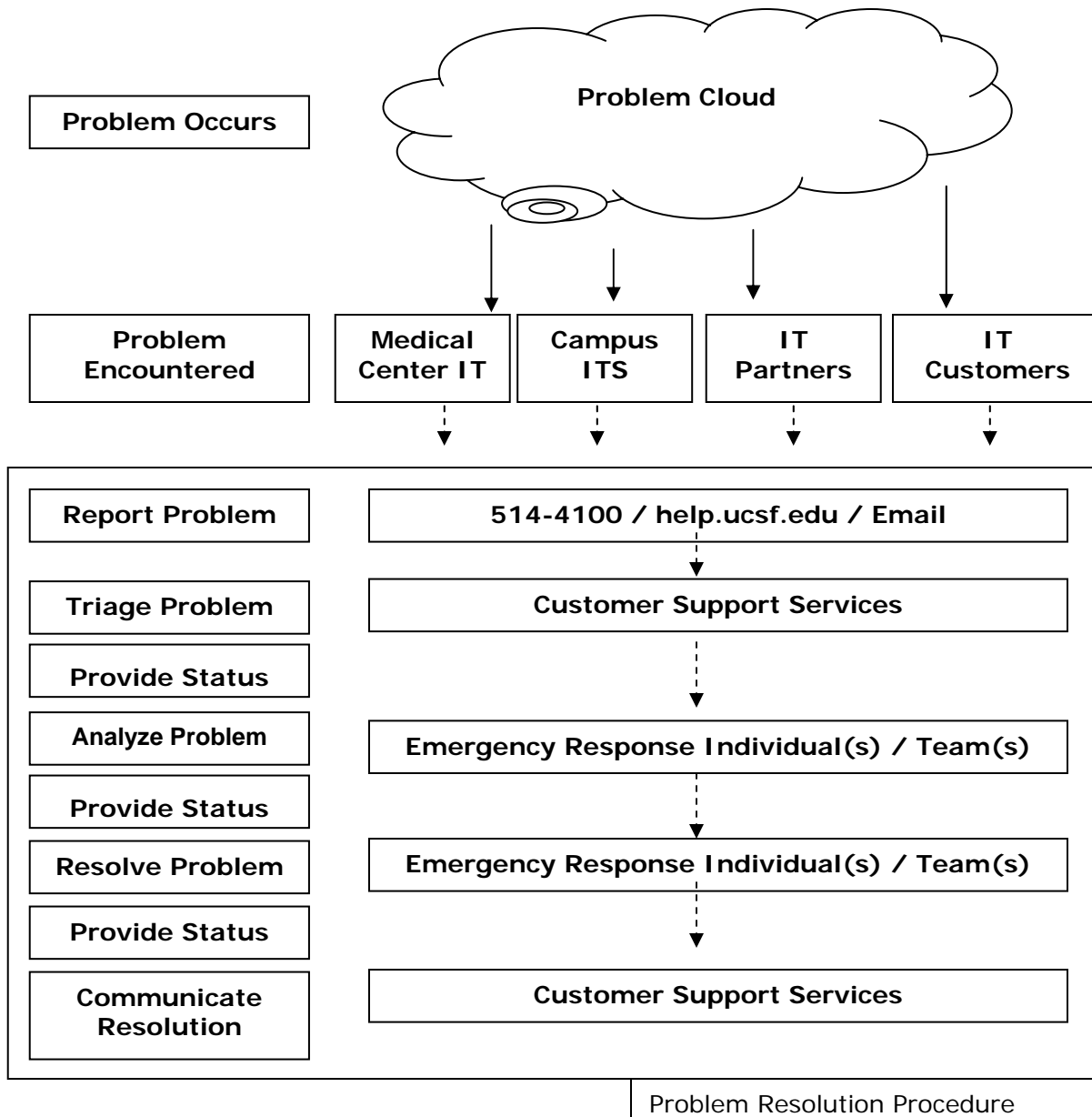


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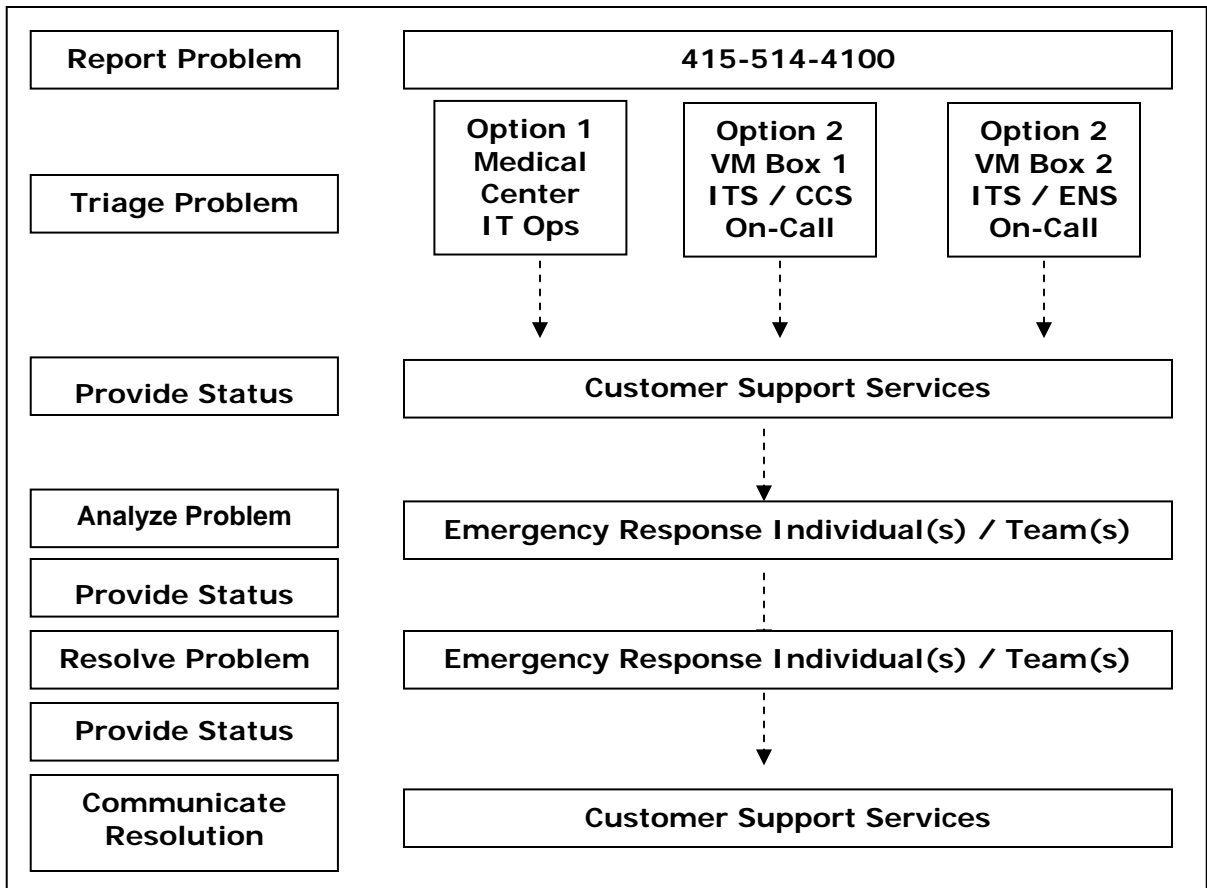
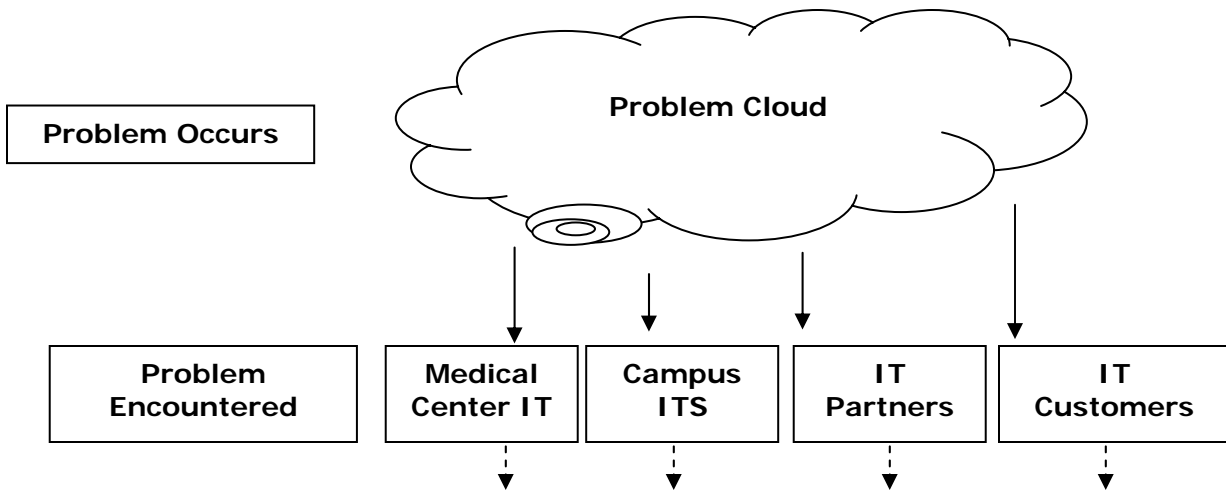
Owner: Carl Tianen, Enterprise Information Security Officer	Date Approved
Authorized by: Carl Tianen, Enterprise Information Security Officer & Jose Claudio, Director IT Infrastructure & Security	Date Approved

Business Hours Problem Triage



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Problem Resolution Procedure

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