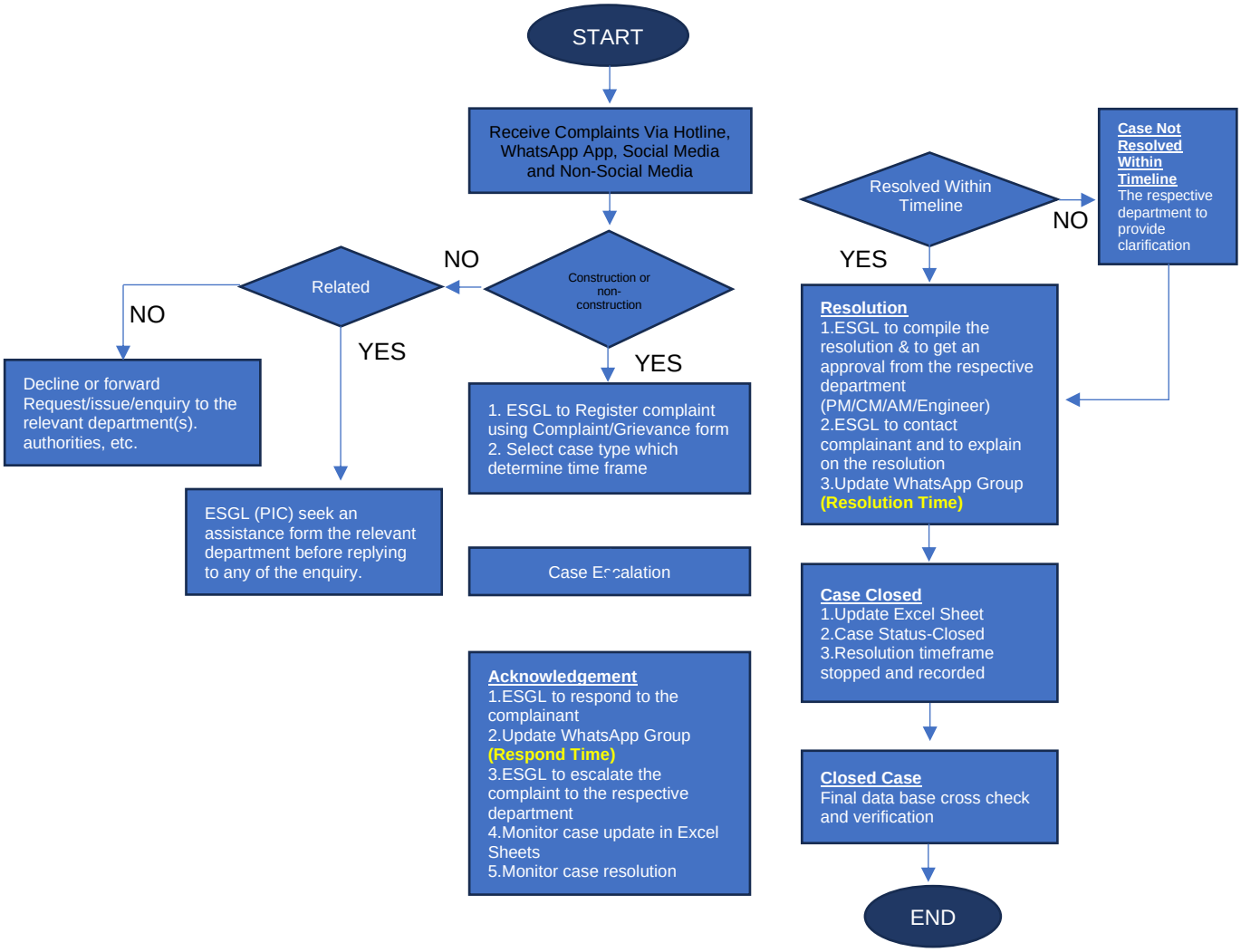Case Management System (CMS) Workflow