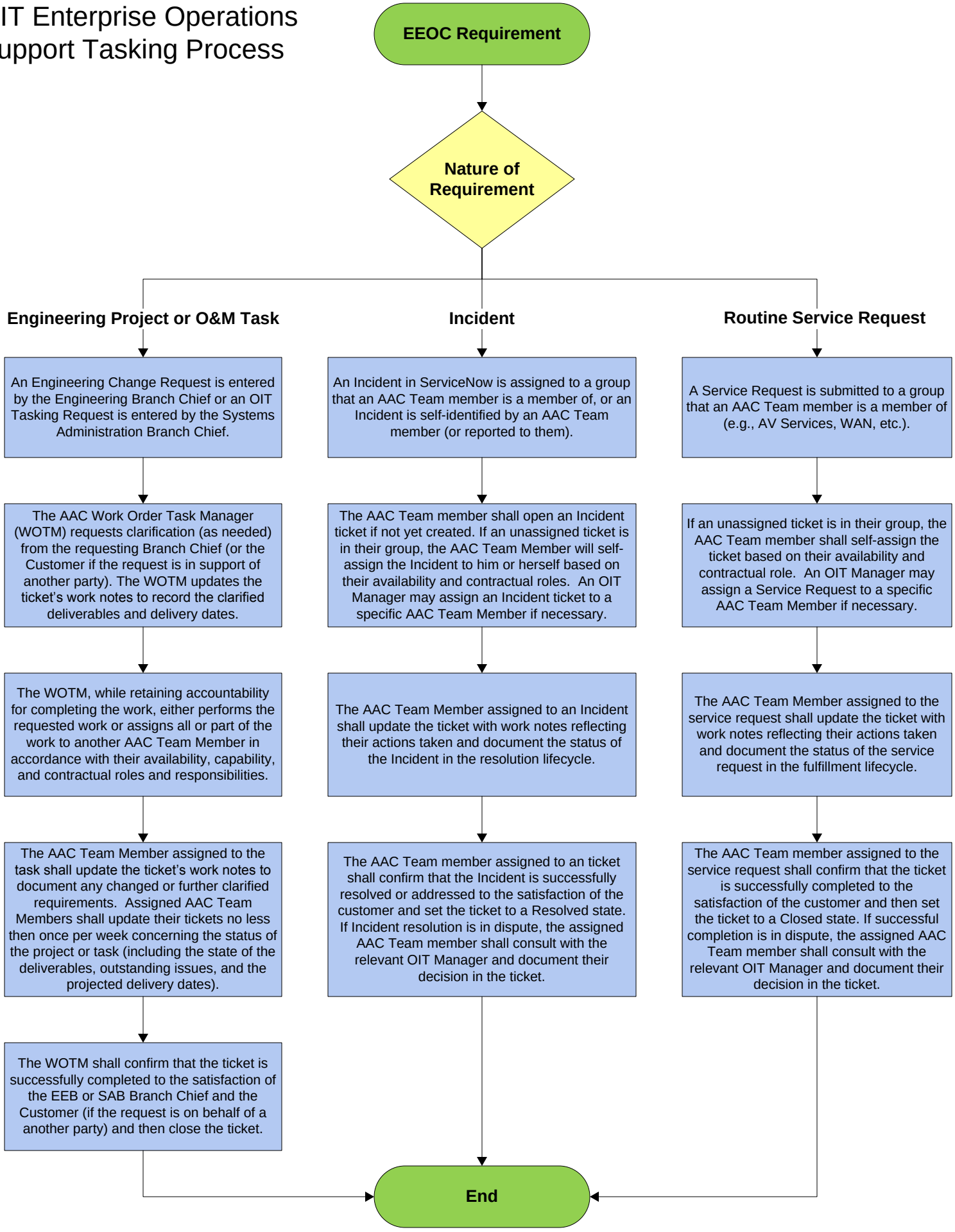OIT Enterprise Operations Support Tasking Process