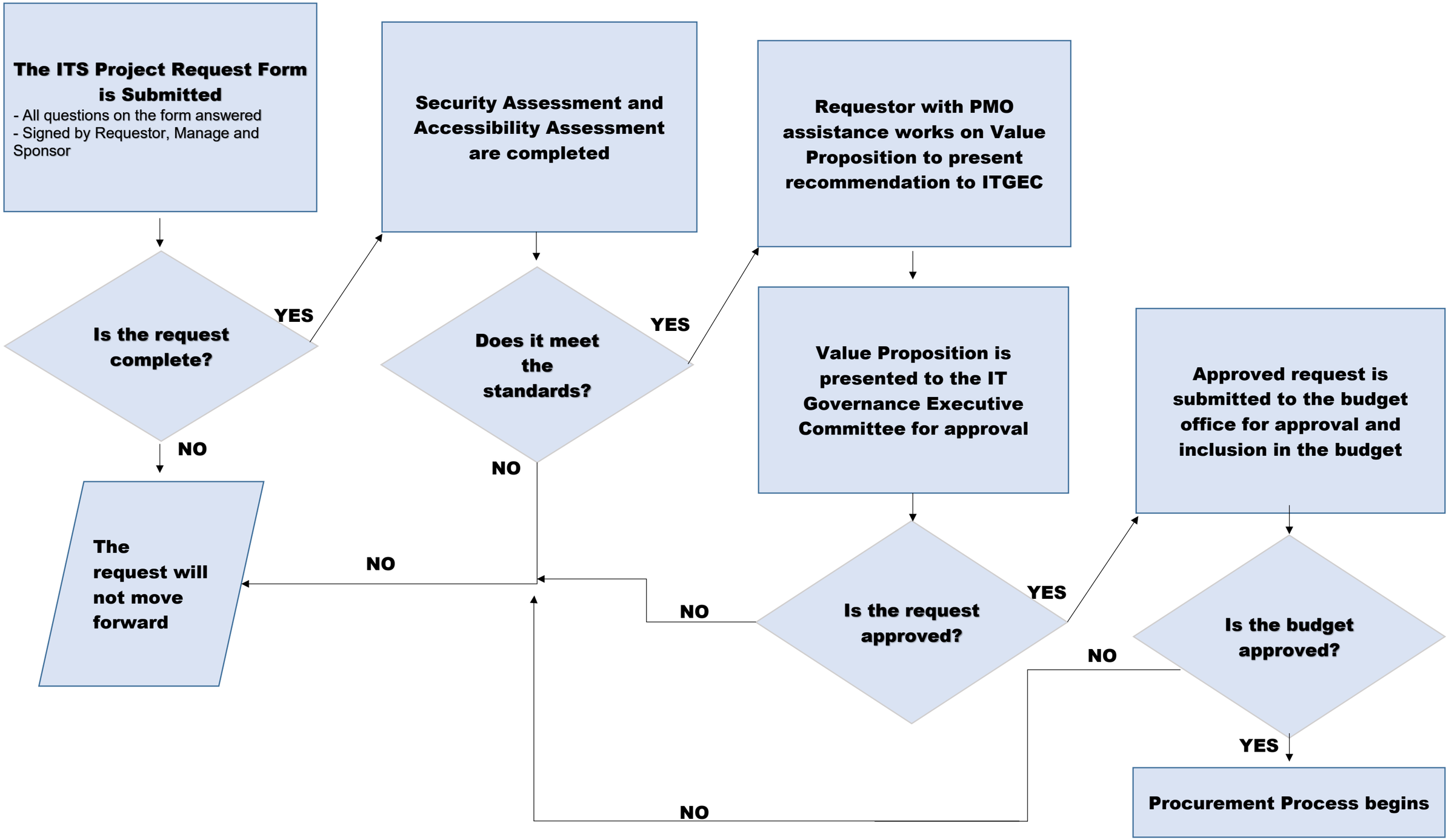IT Governance Process