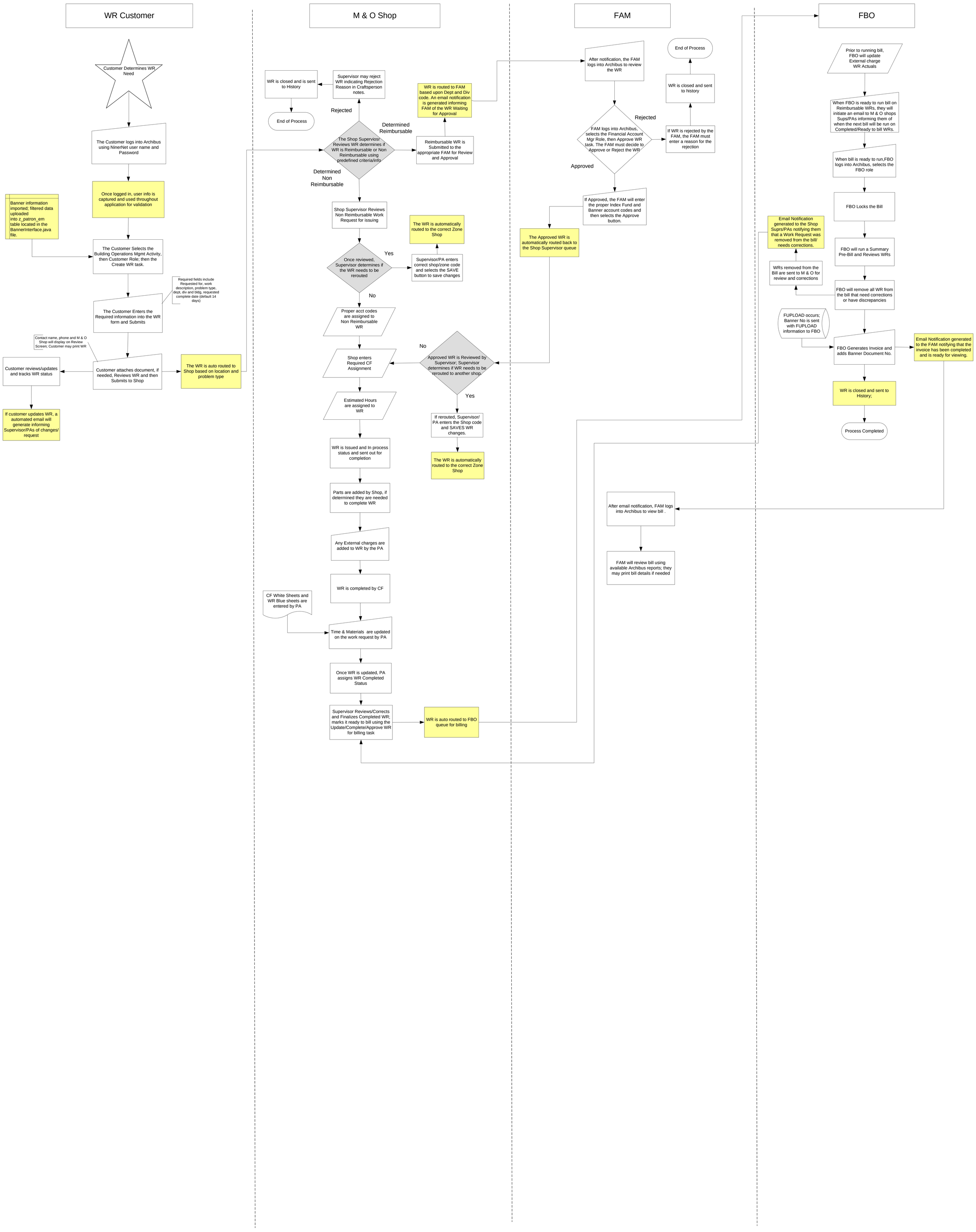Archibus Work Request Processes