#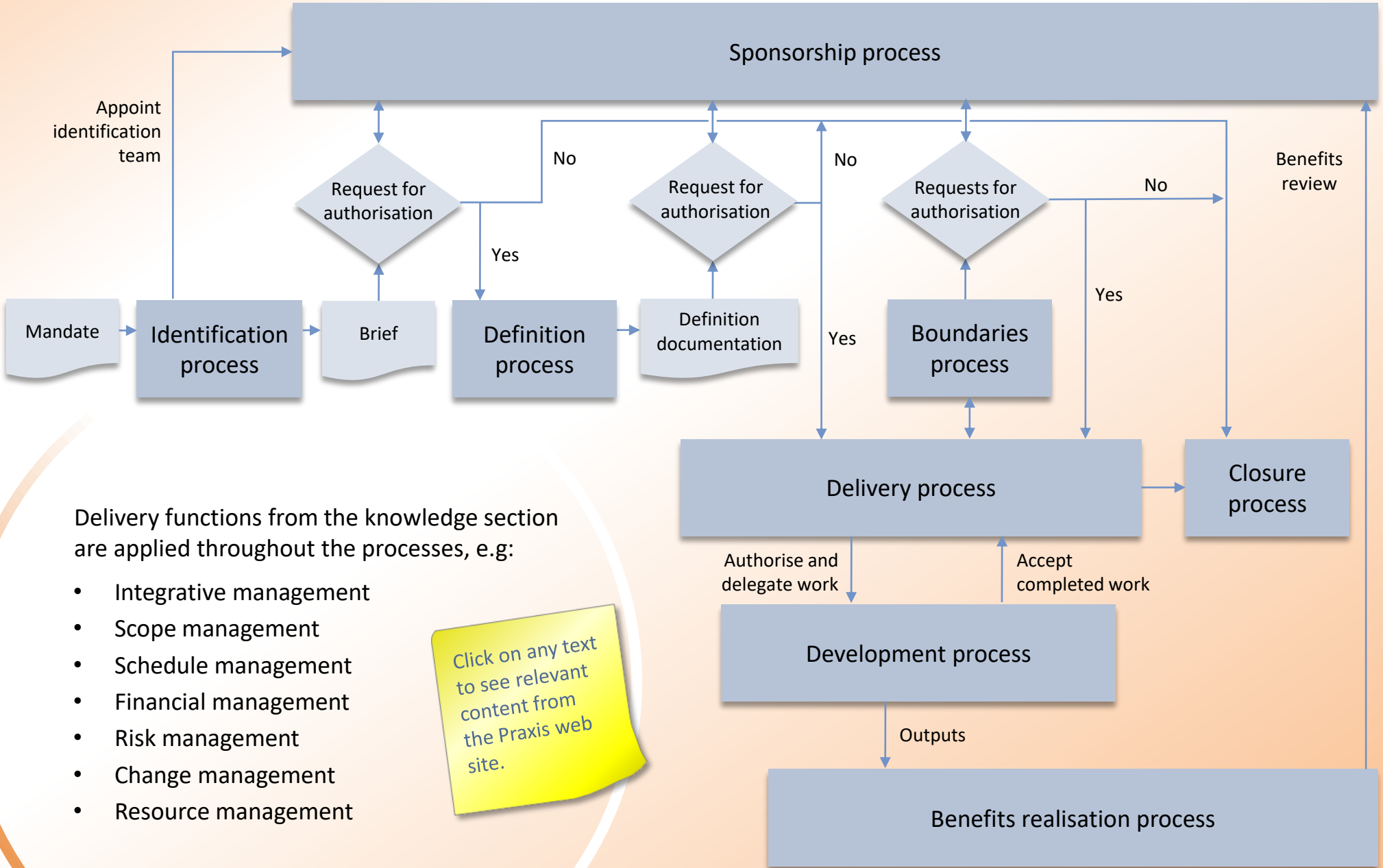 Outline process model including key documents, activities and functions