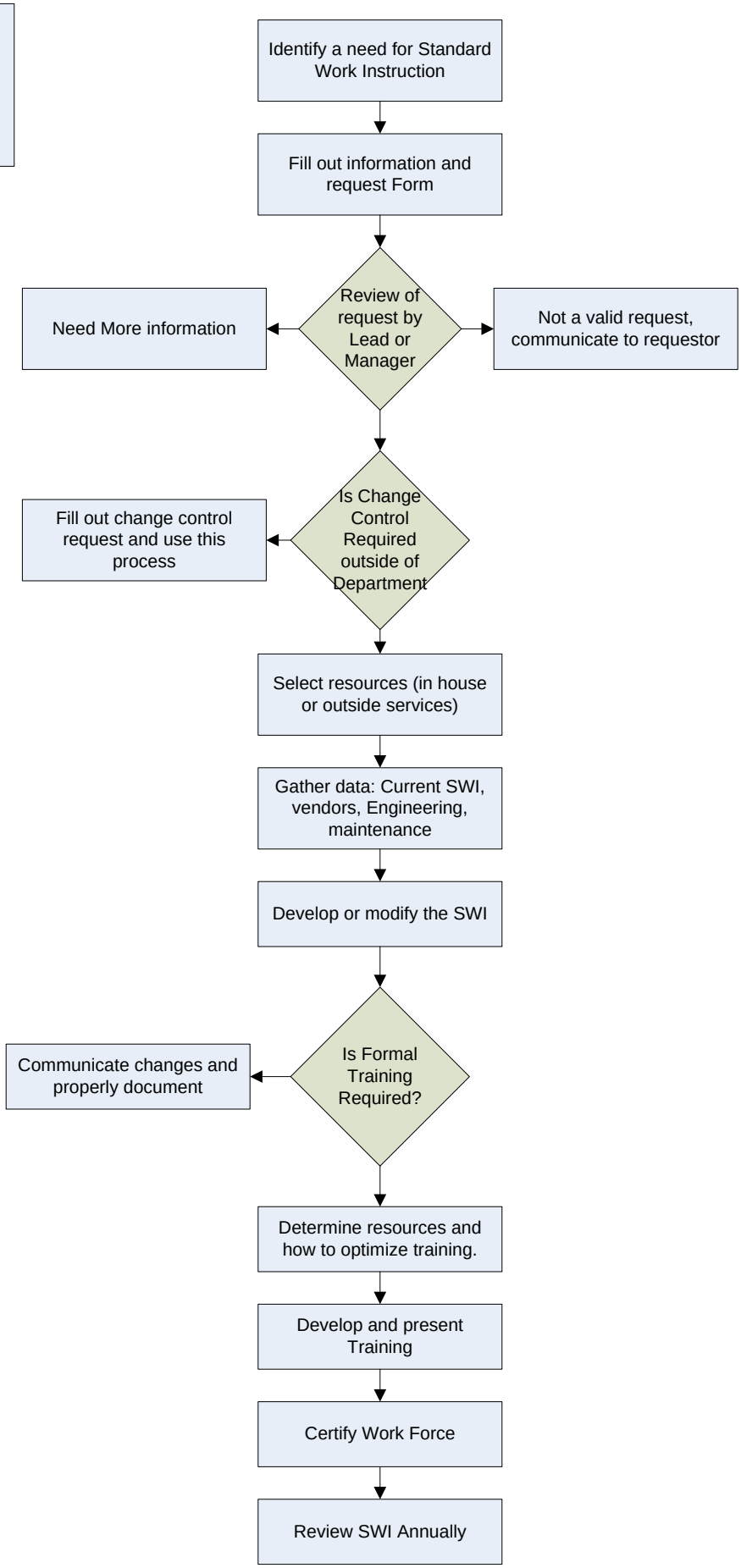Standard Work Request Development Process