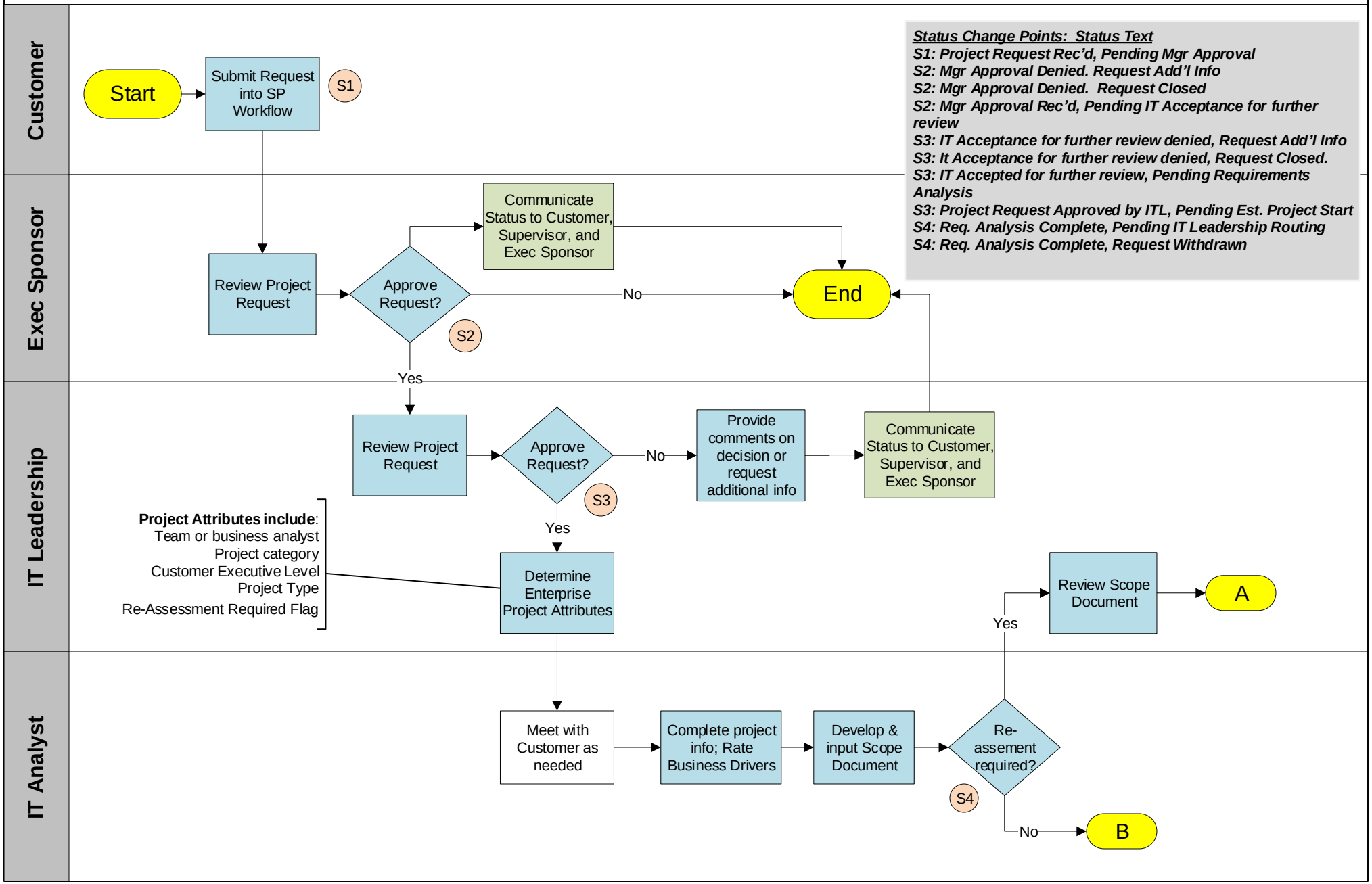IT Projects – Customer Intake Process v3