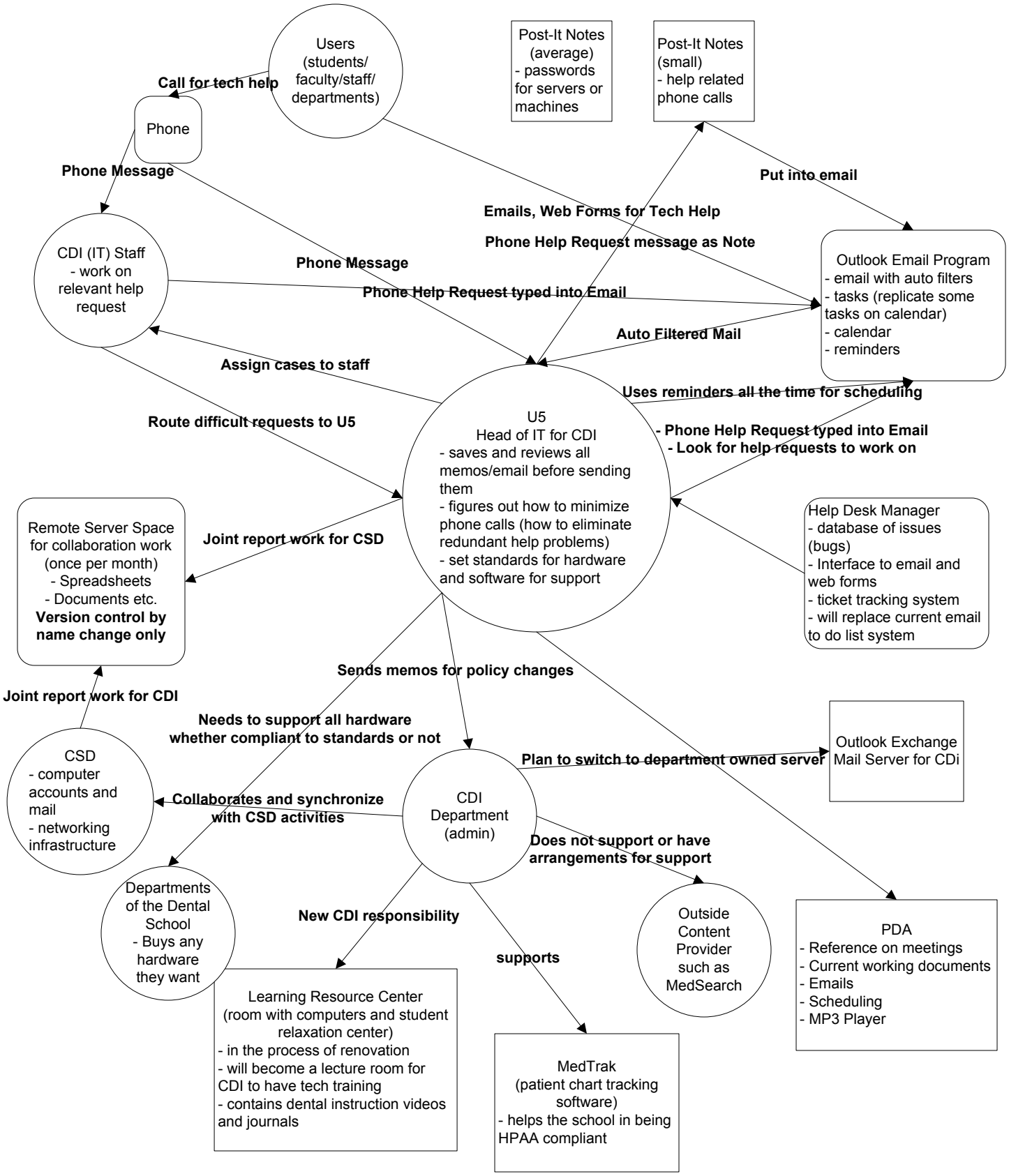User 5: Work Flow Model