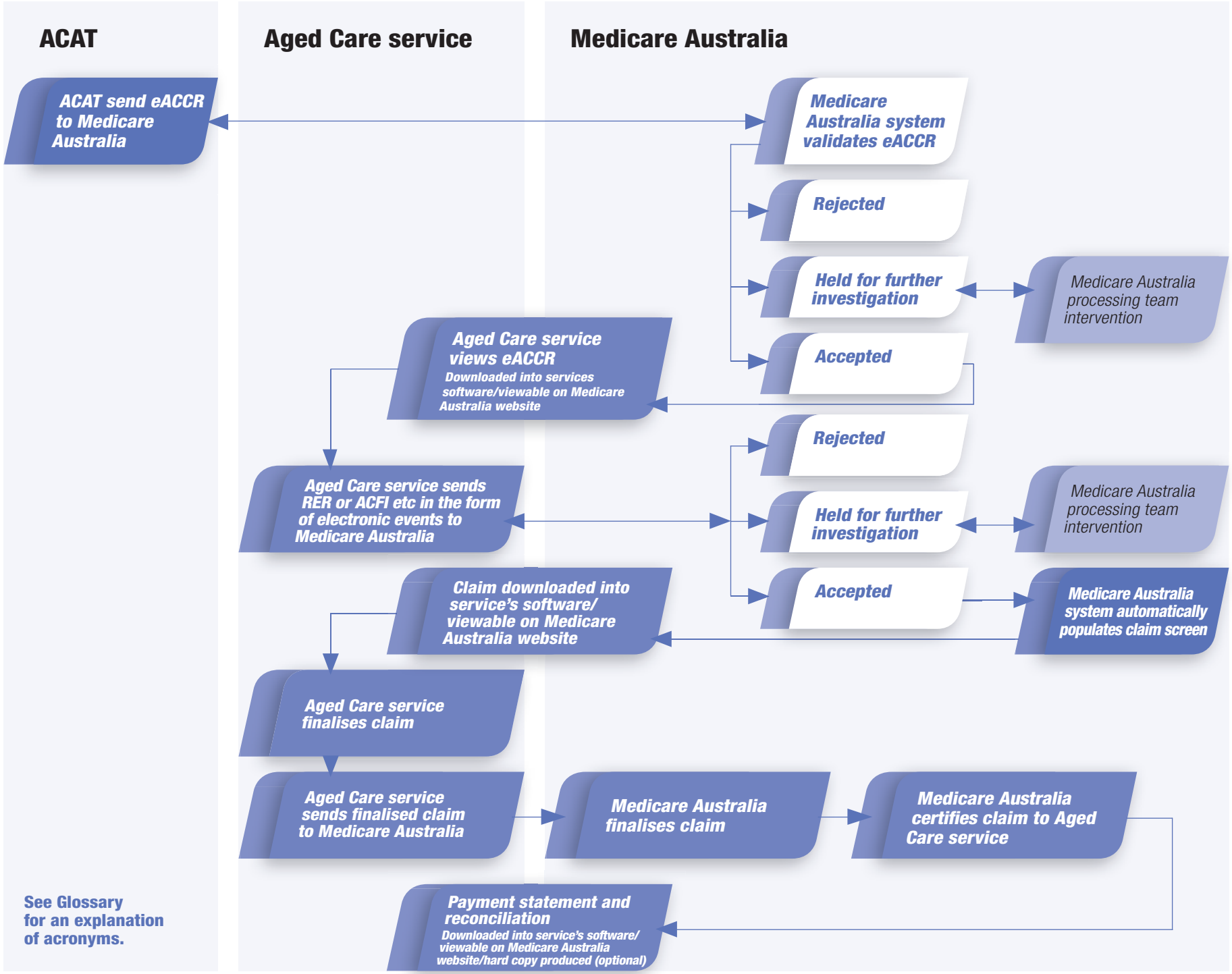
Business process model



See Glossary for an explanation of acronyms.