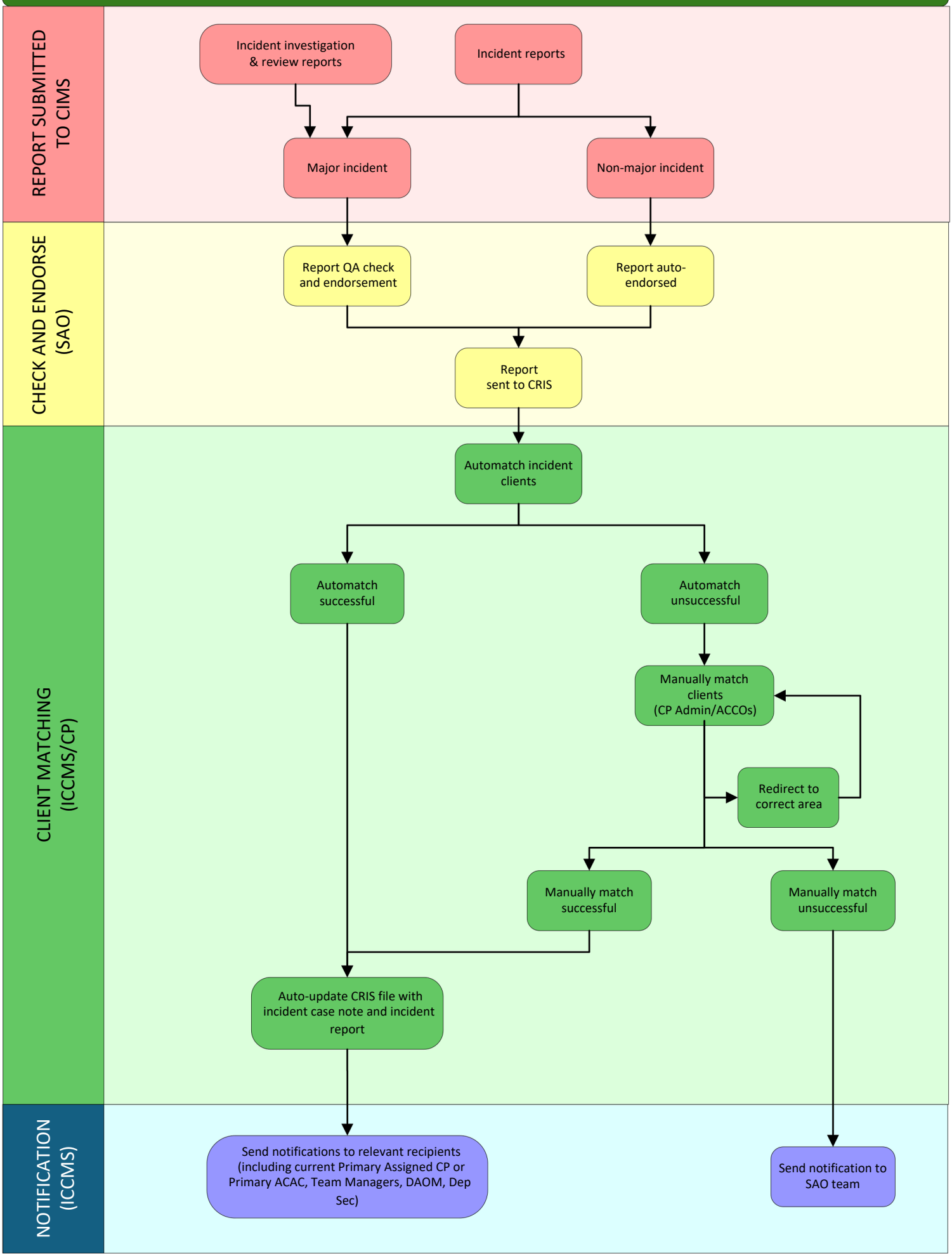CIMS AND CRIS INCIDENT REPORT CLIENT MATCHING AND NOTIFICATION PROCESS