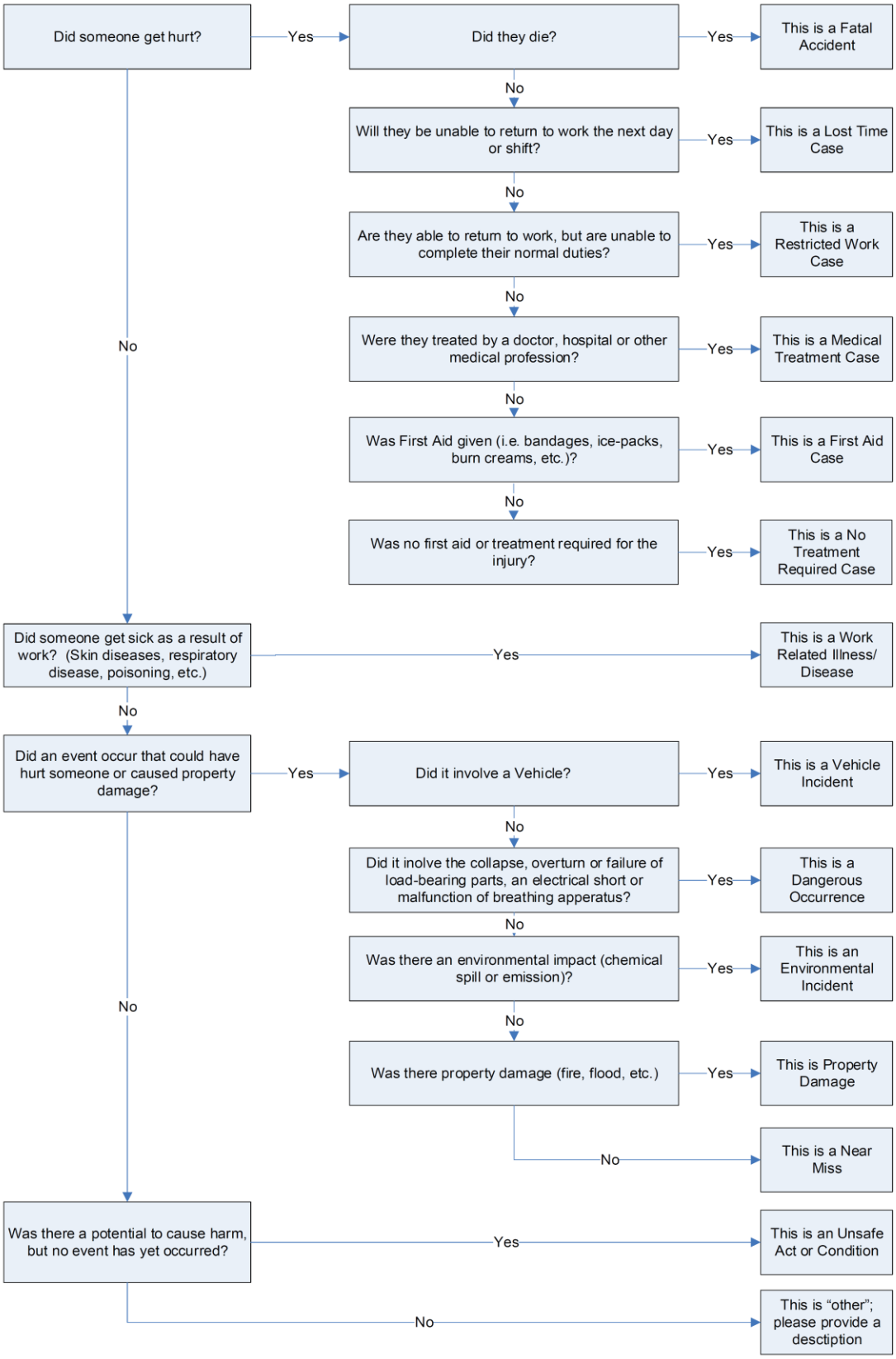Incident Classification guidelines: