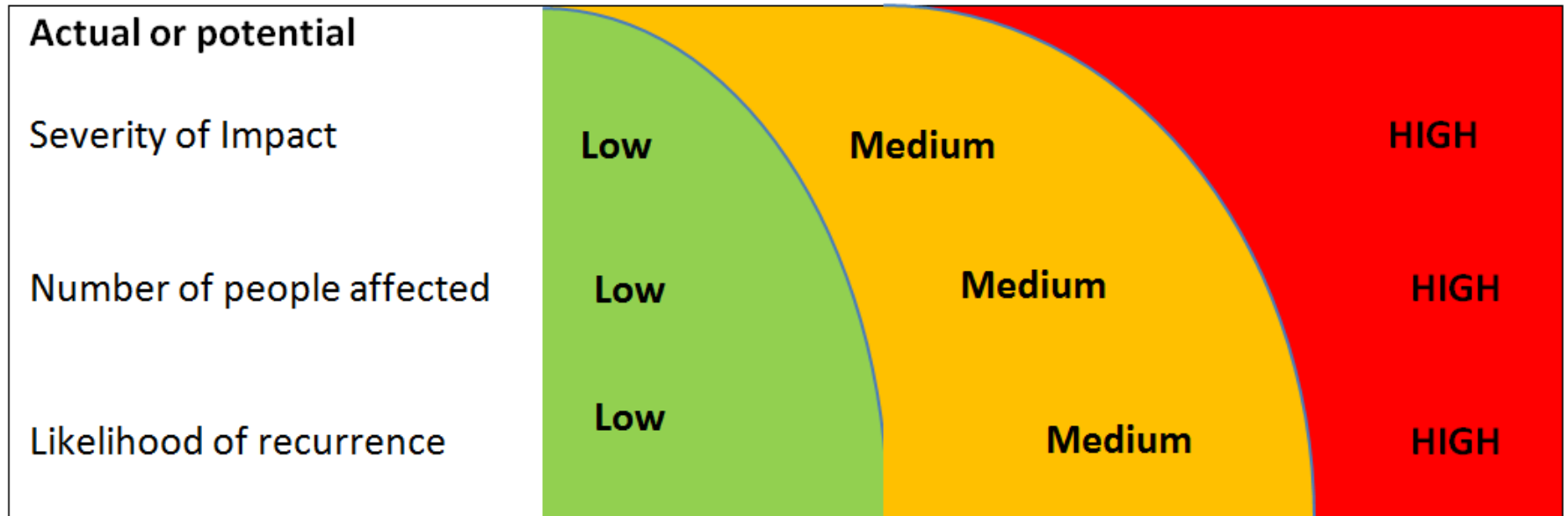


# Assess the need for change



- Decision on type of investigation e.g. superficial, or in-depth
- Decision on amount of resource needed for investigation
- Decision on what level of fix is required e.g. people, policy or process