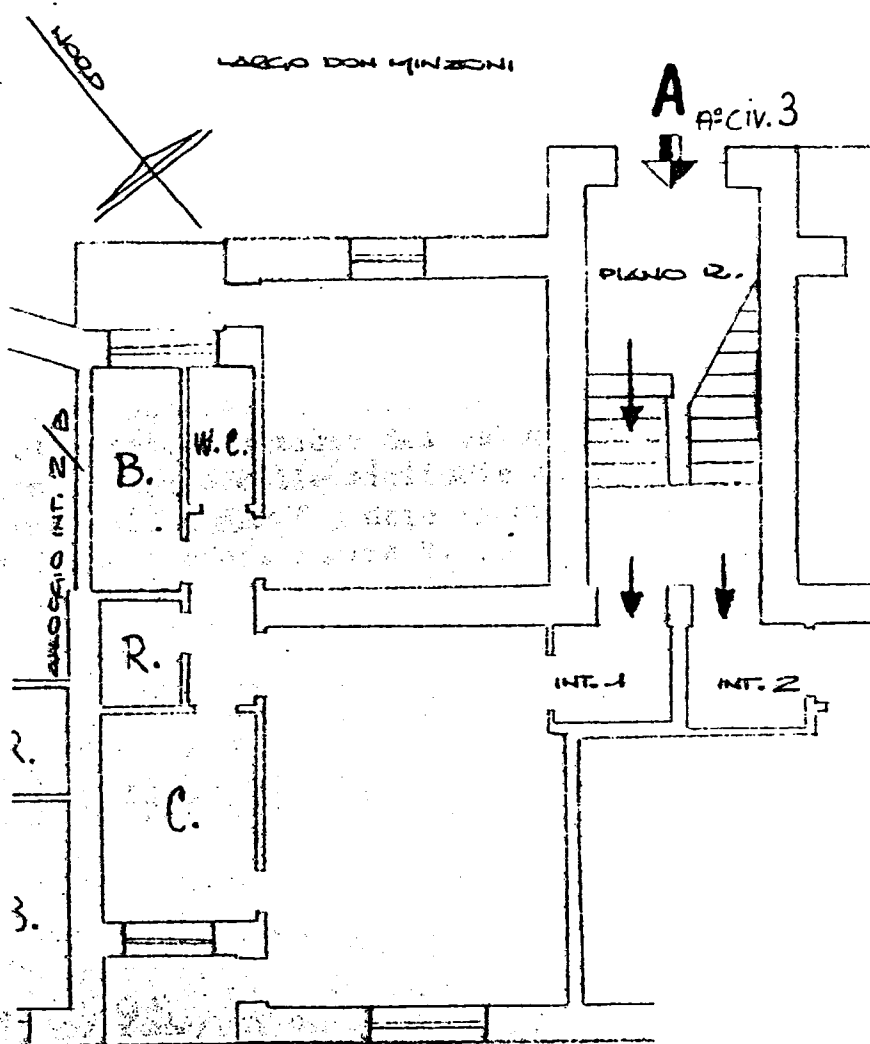


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VIA DE CASPERI

1. The first step in the process of the investigation is the identification of the problem. This is done by the investigator who is assigned to the case. The investigator must first determine the nature of the problem and the scope of the investigation. This is done by reviewing the available information and by conducting interviews with the relevant parties. The investigator must also determine the objectives of the investigation and the methods to be used to achieve these objectives.