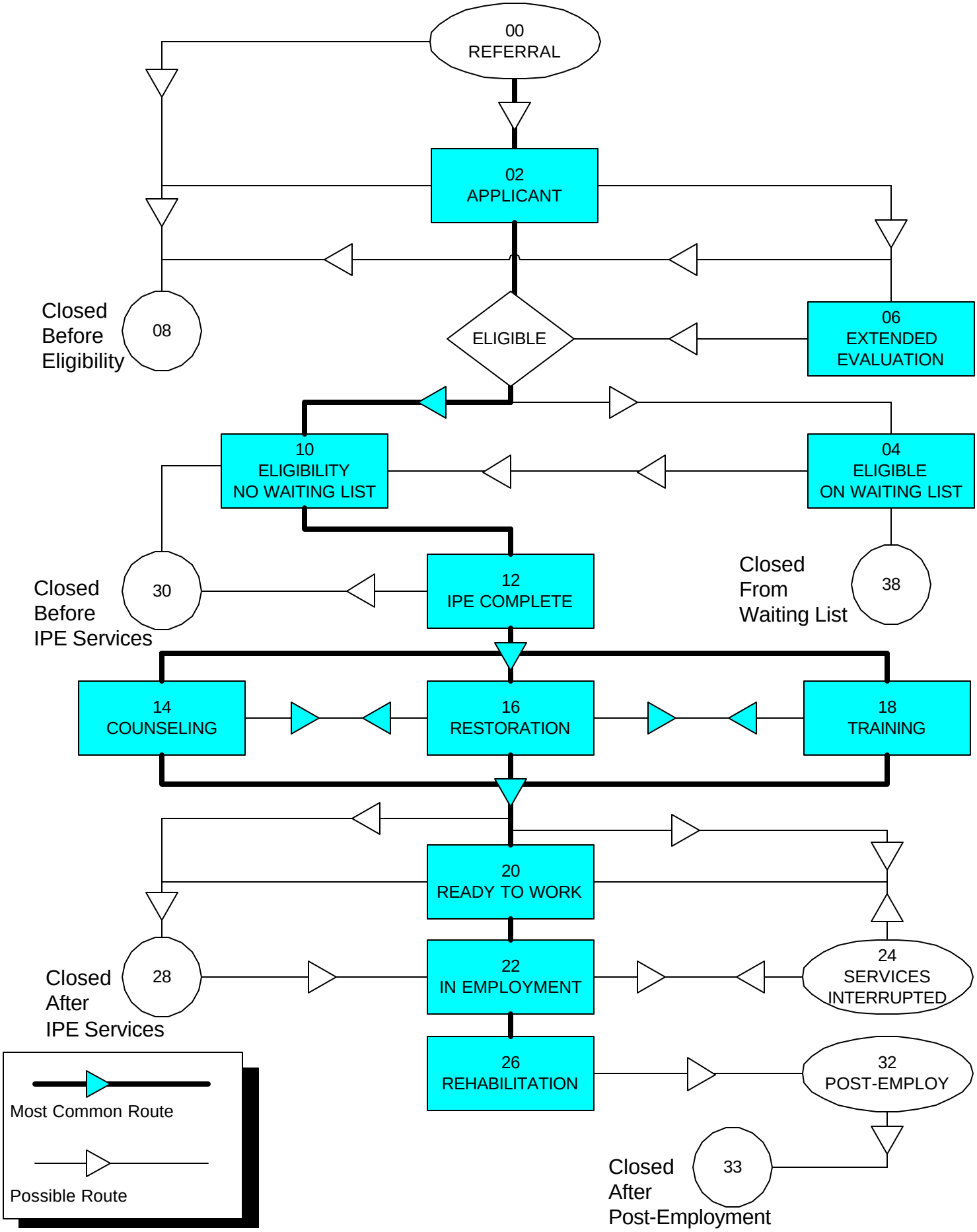DIAGRAM OF VR CASE STATUS PROCESS