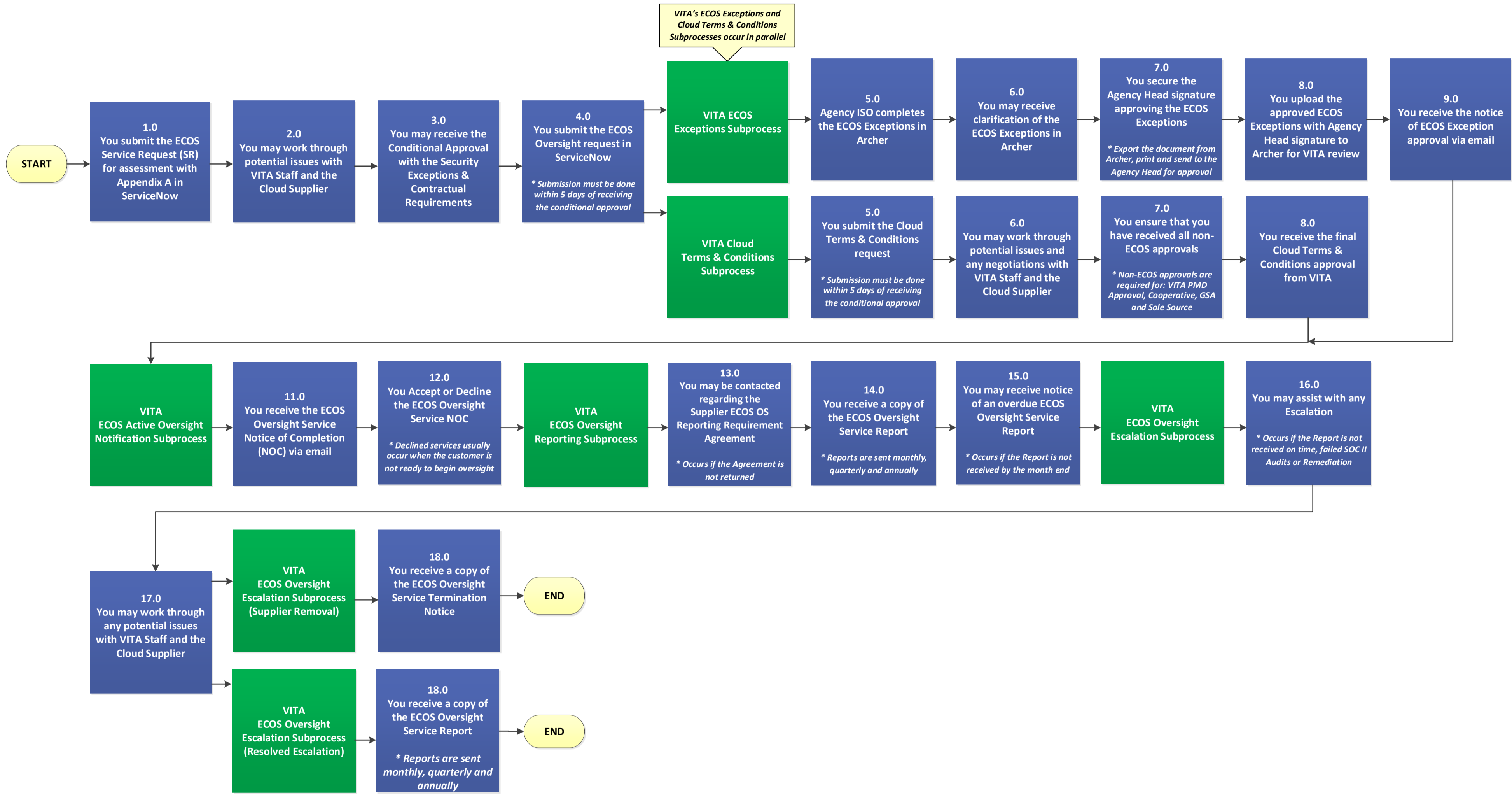


**Enterprise Cloud Oversight Services (ECOS)
Customer Touch Points
Process Map**



High-Level Process Key

- Customer touch points are depicted in blue shapes
- VITA touch points are depicted in green shapes
- Asterisk (*) is used to identify Process or Phase

Note: VITA process steps shown in this process map are only those initiating a Customer interaction.