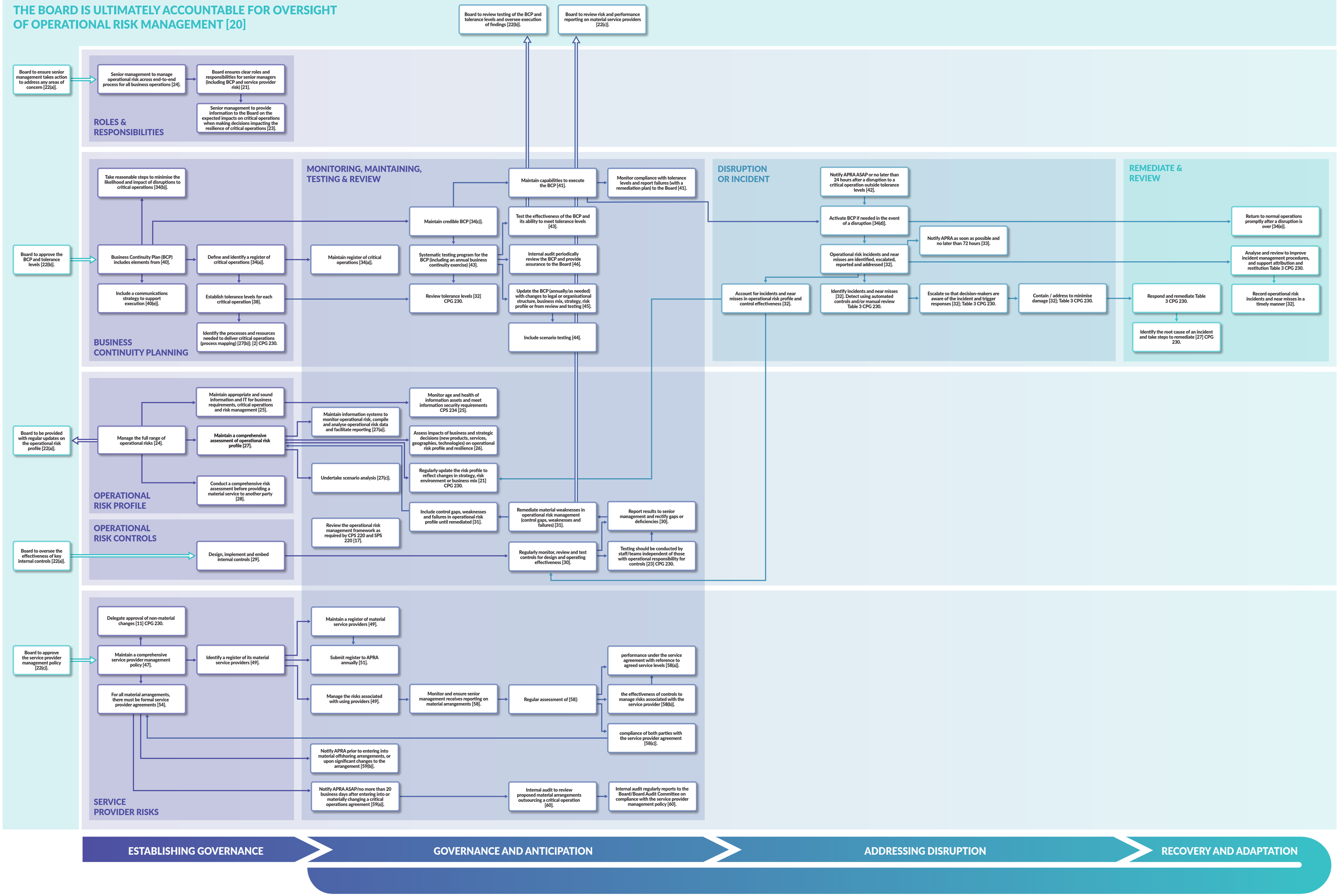CPS 230 OPERATIONAL RISK MANAGEMENT ACTIVITIES