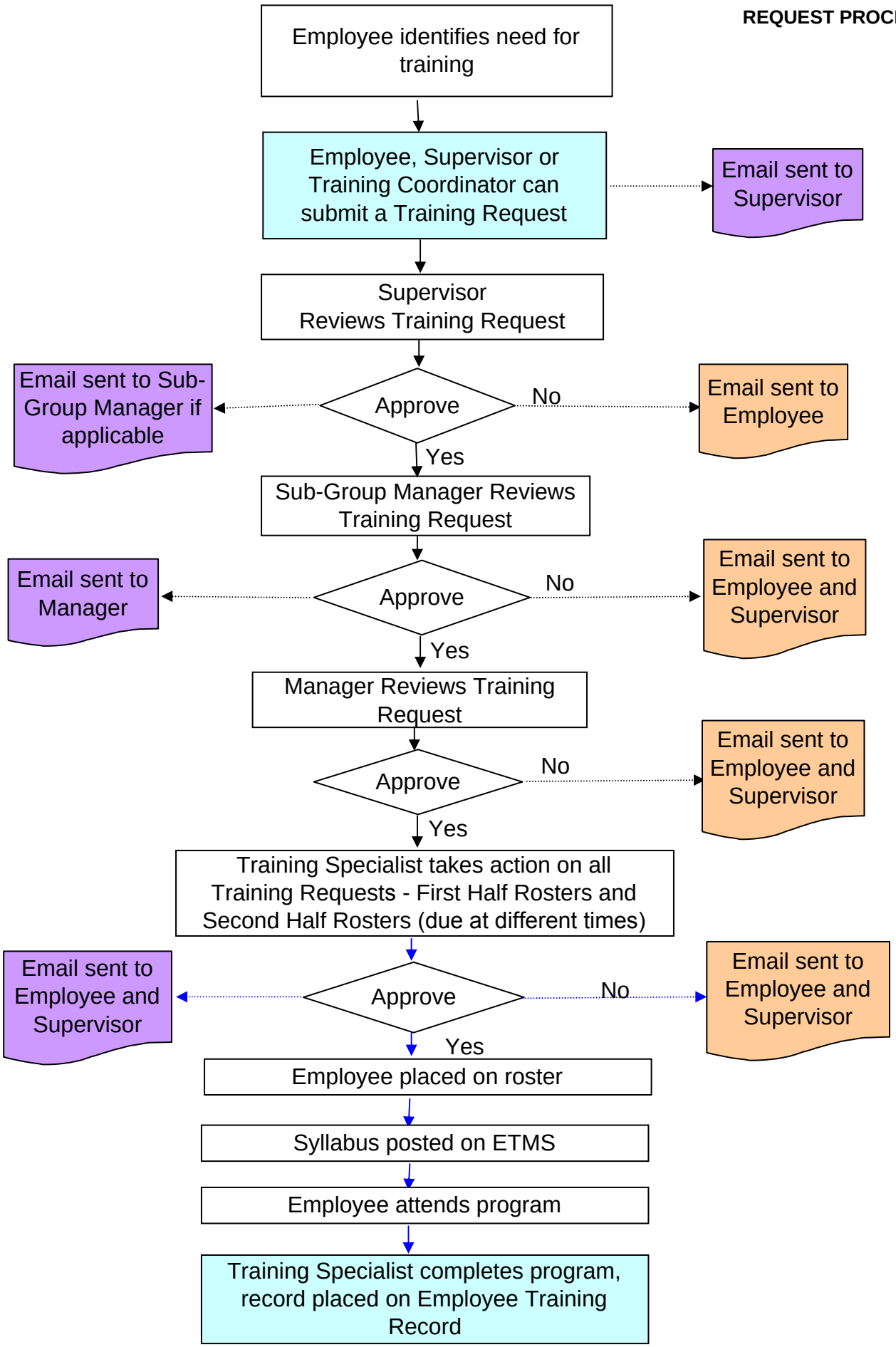ETMS IN-SERVICE TRAINING REQUEST PROCESS