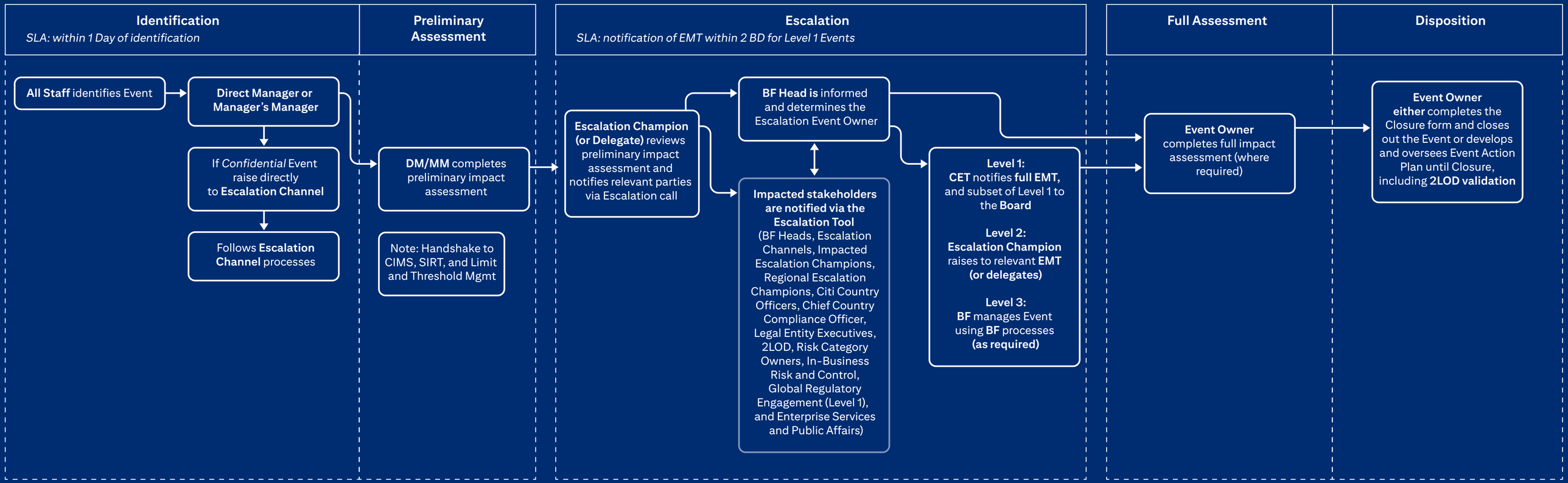Escalation Lifecycle