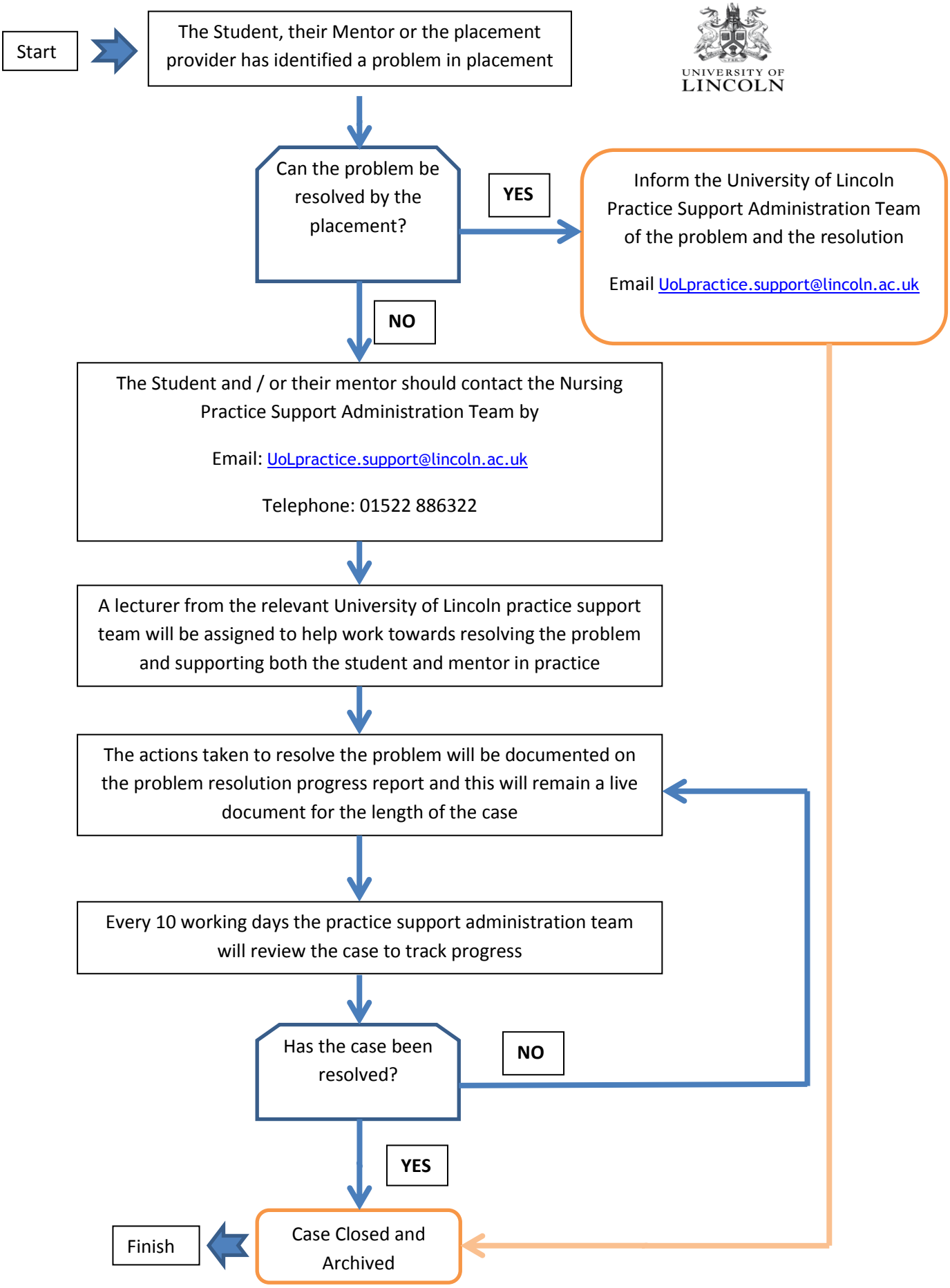University of Lincoln Problem Resolution Protocol v3 01092012 TS