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1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

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I CERTIFY THAT THIS DOCUMENT IS A TRUE AND CORRECT COPY OF THE ORIGINAL AS SUBMITTED TO THE
COURT AND THAT I HAVE NOT MADE ANY CHANGES TO IT.
Richard L. Armstrong
SIGNATURE: RICHARD L. ARMSTRONG DATE: 10/10/2008
U.S. DISTRICT COURT FOR THE DISTRICT OF COLUMBIA
CLERK OF COURT: TERESA L. BROWN OFFICE: 200