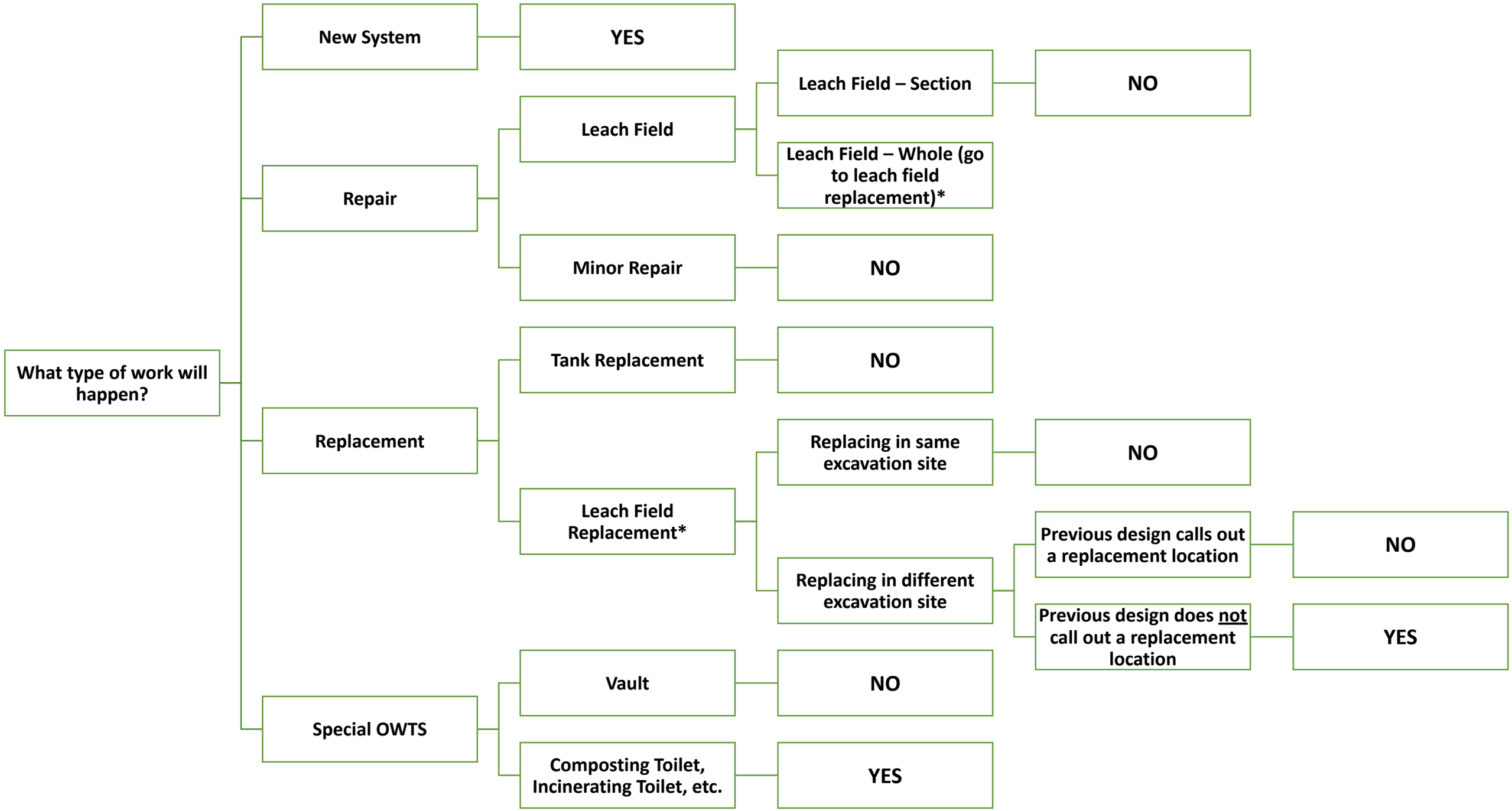OWTS Workflow: Is an engineer required?