

## LIST OF APPENDICES

Appendix 1 Interview Question .....	49
Appendix 2 The Case Artifacts .....	50
Appendix 3 Interview Script .....	57

## LIST OF TABLES

Table .....
-------------

## LIST OF FIGURES

Figure 4.1 The Registration Processes .....	32
Figure 4.2 The documentations program.....	33
Figure 4.3 The documentations program.....	34
Figure 4.4 The documentations program.....	35
Figure 4.5 The documentations program.....	35
Figure 4.6 The documentations program.....	36
Figure 4.7 The documentations program.....	36