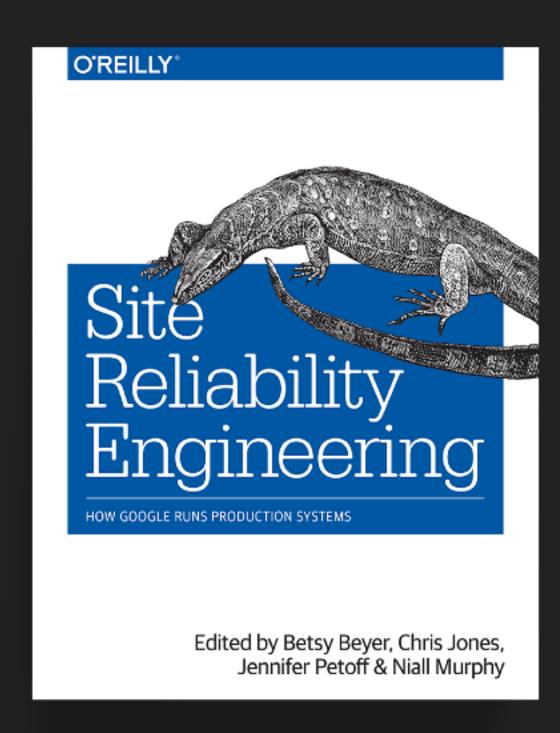# APPLY SOFTWARE ENGINEERING PRINCIPLES TO IT OPERATIONS

SRE