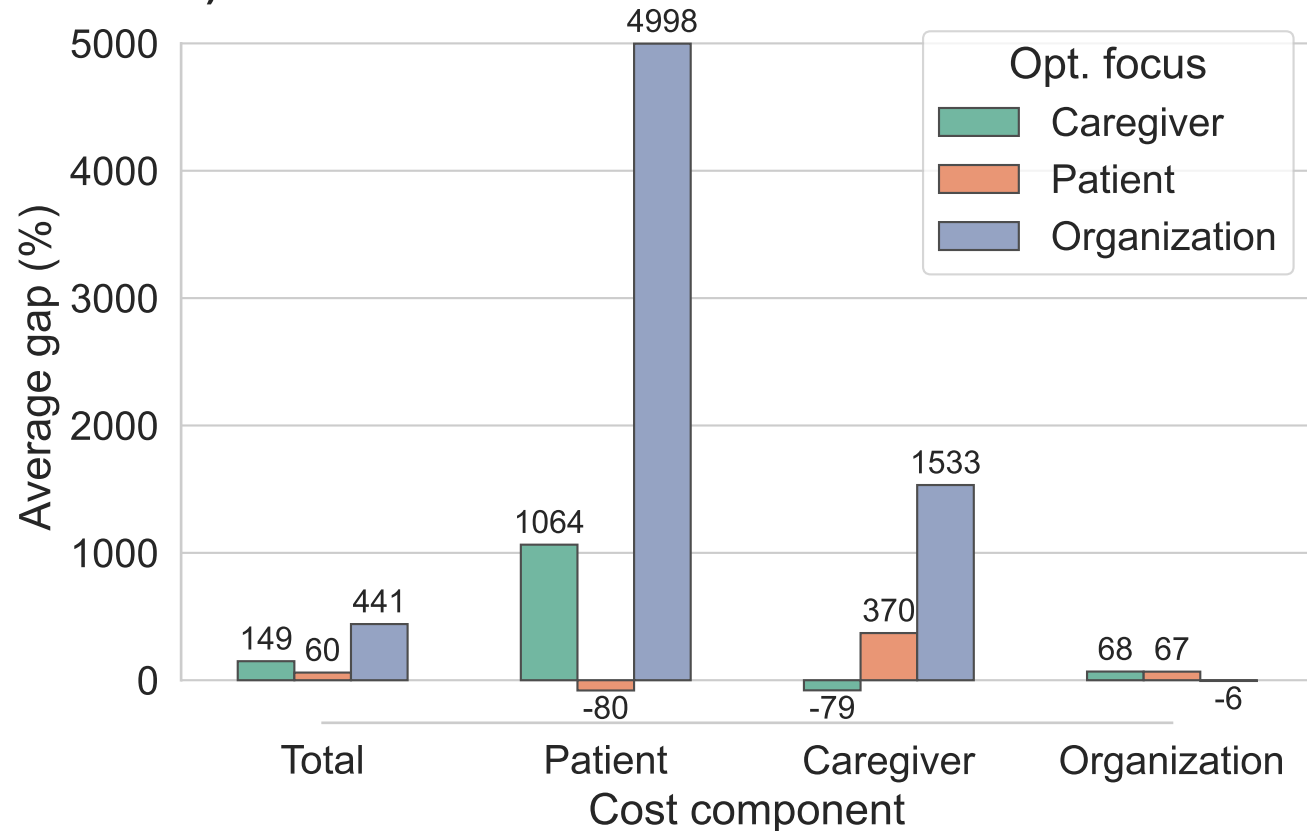


a) Stakeholders



b) Operational goals

