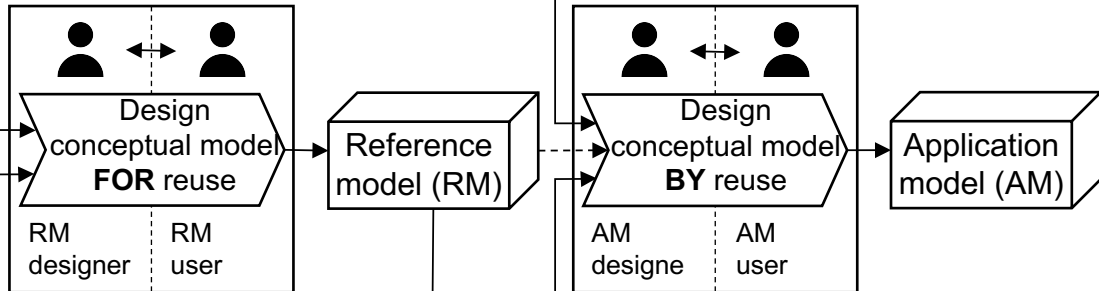


Environment – Technology and organization



Knowledge Base – Theories and artifacts