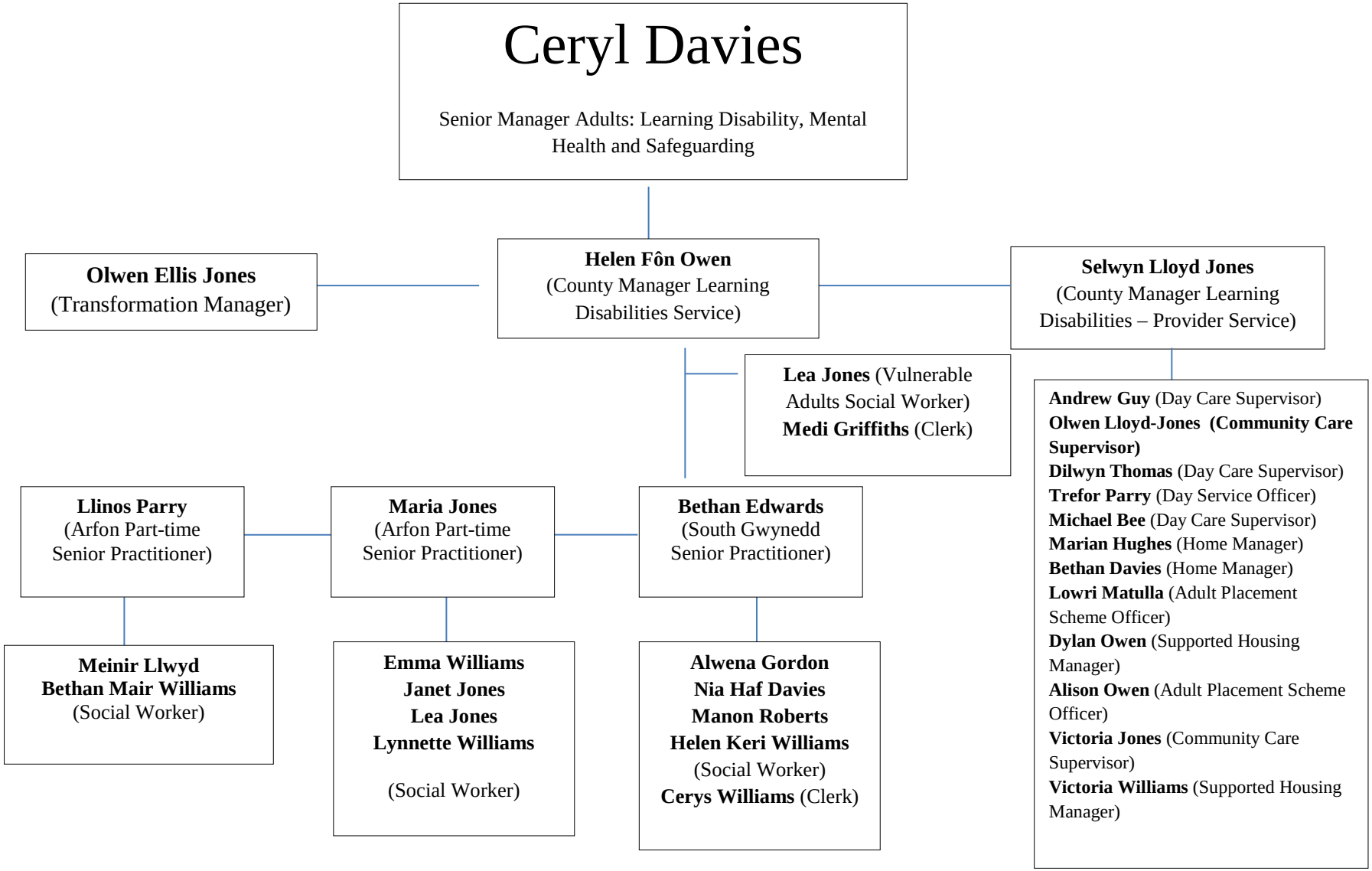Appendix 1: Service Structure