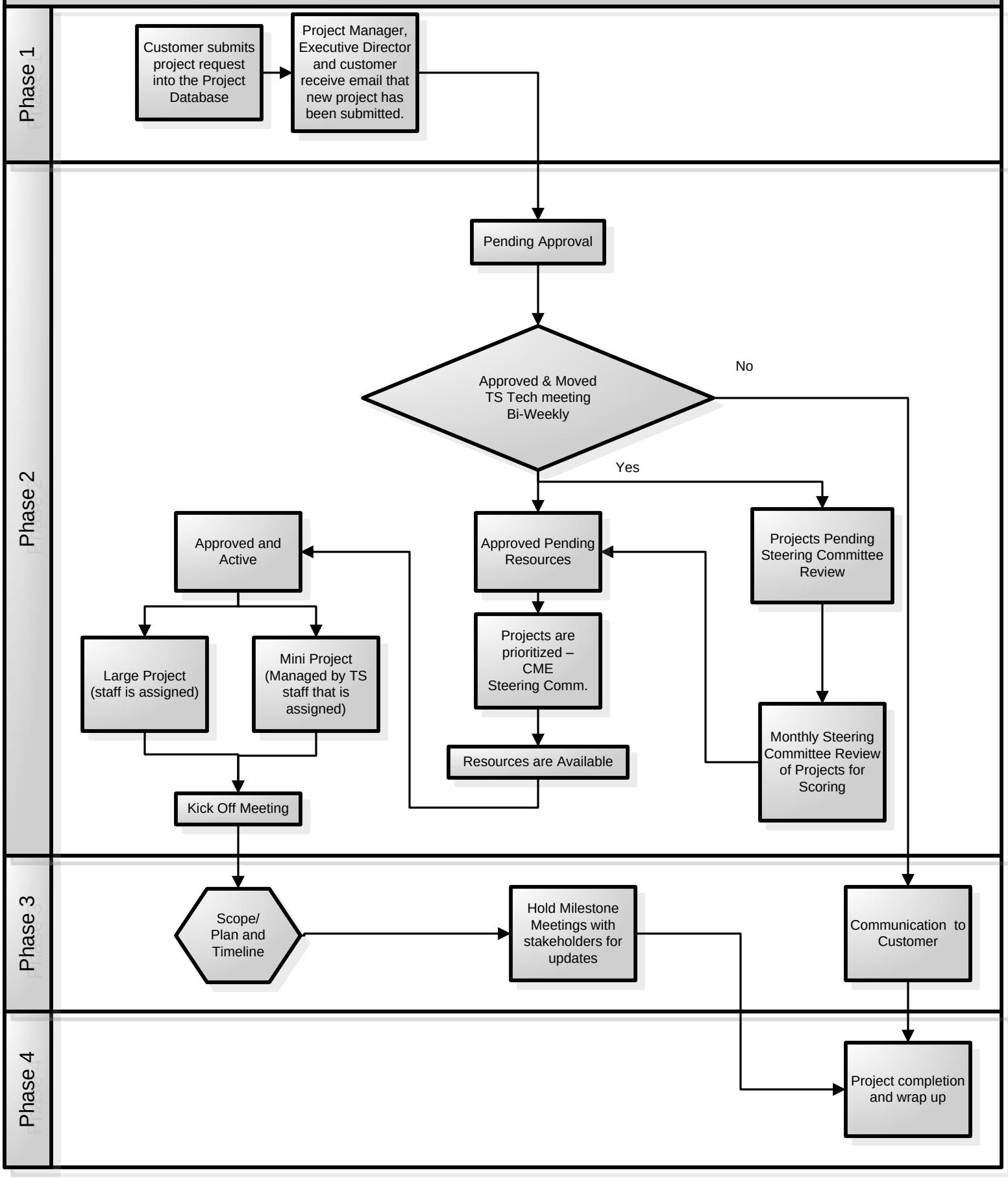Technology Services Project Process