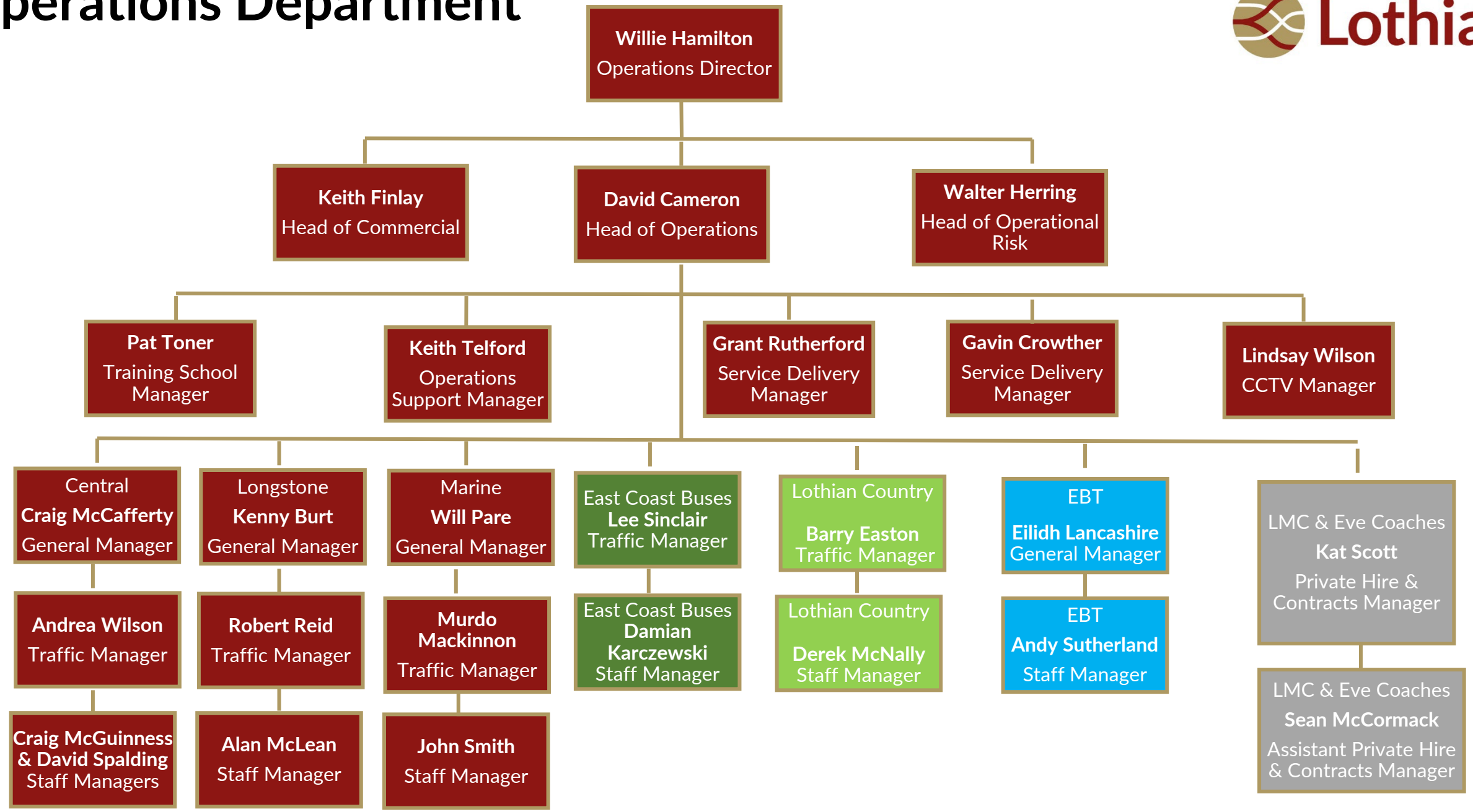Operations Department