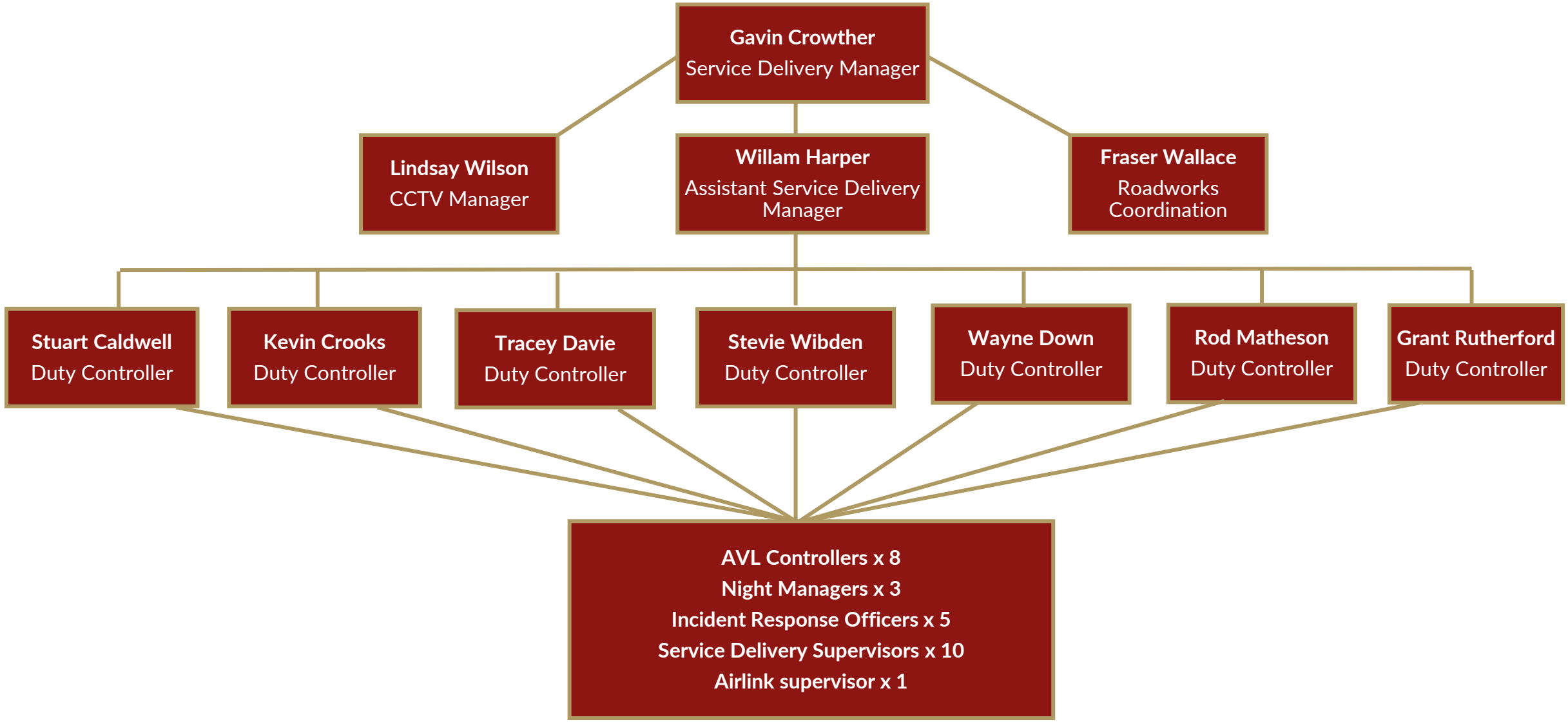Service Delivery Department