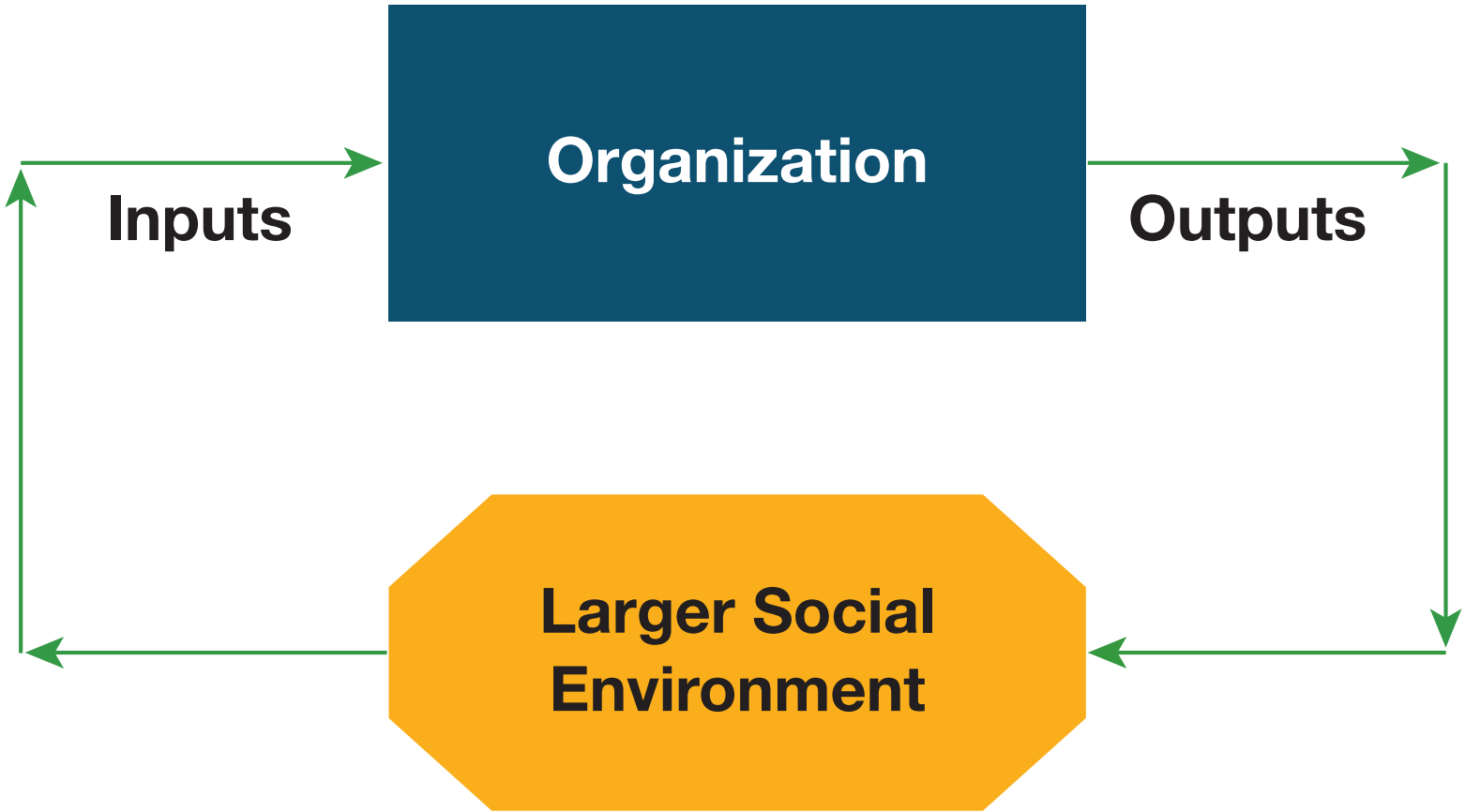FIGURE 14.5 Open Systems Model