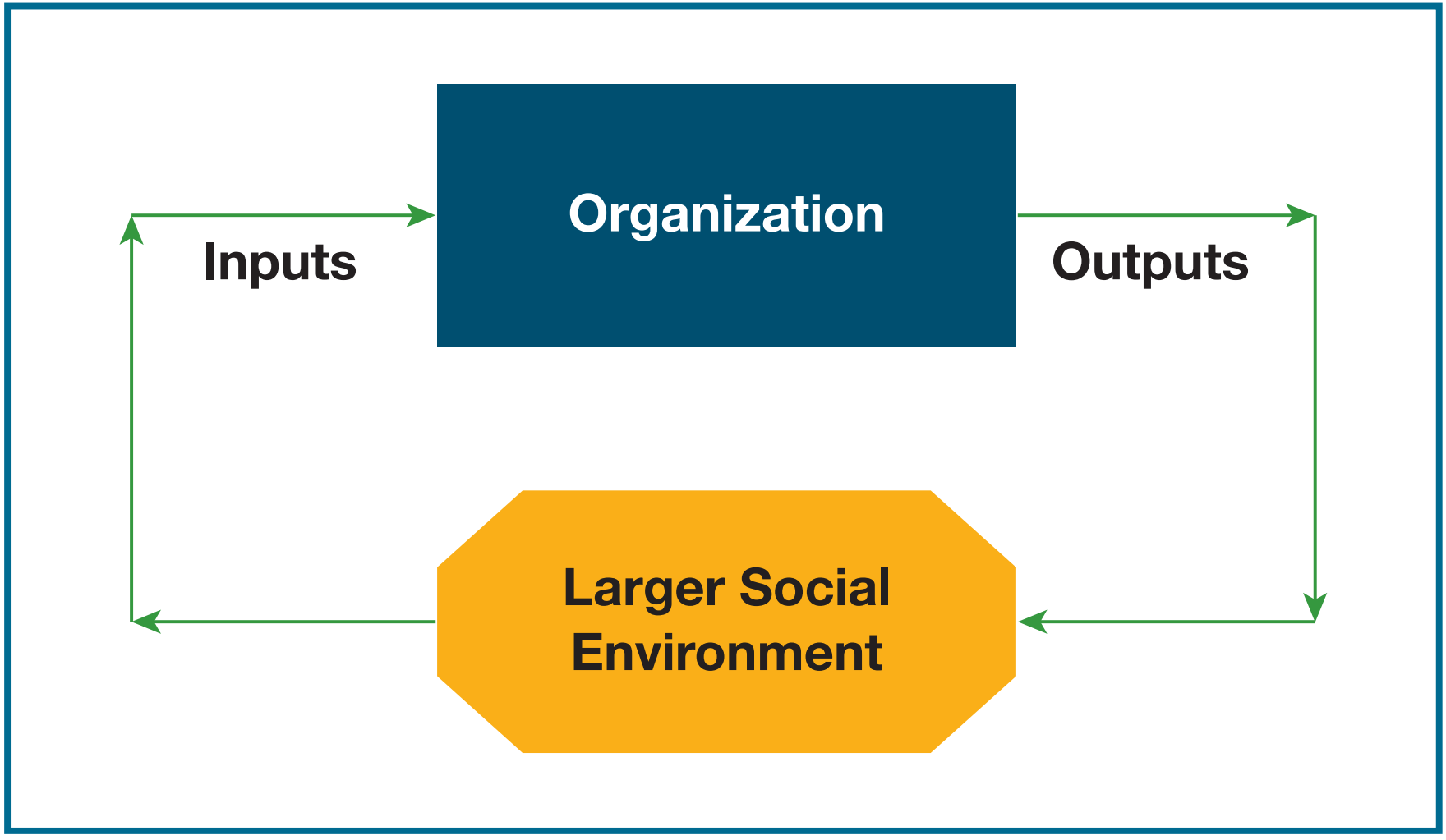FIGURE 14.6 Open-System Model