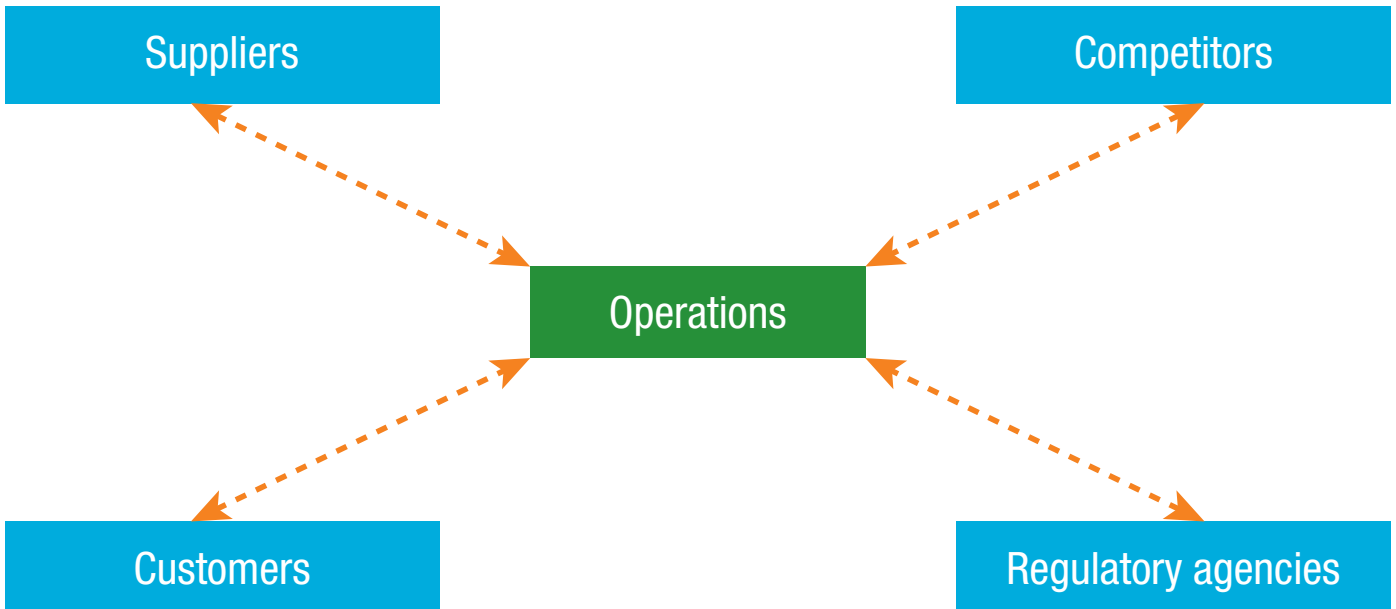FIGURE 1.5: Operations Management External Interfaces