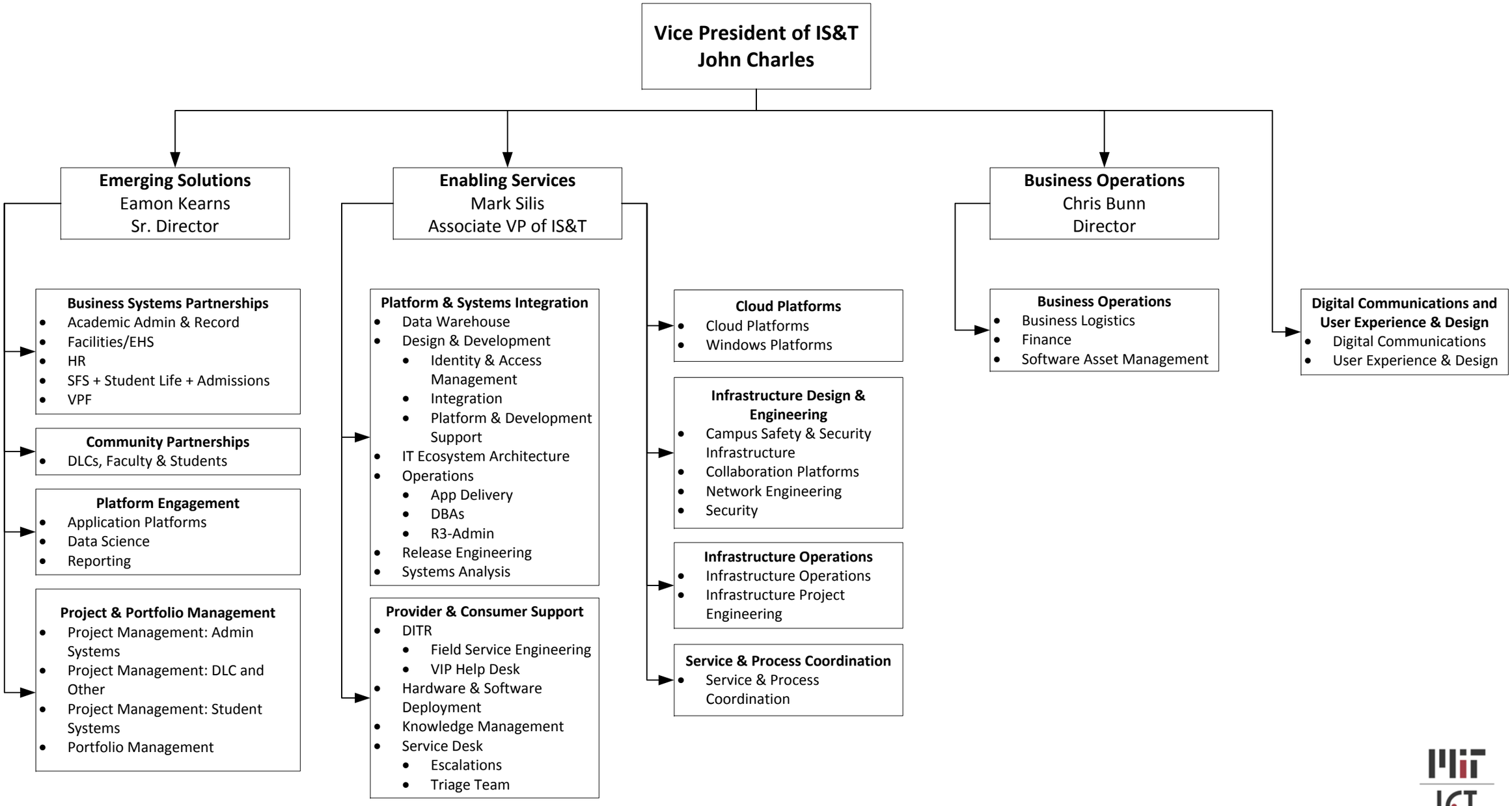Information Systems & Technology