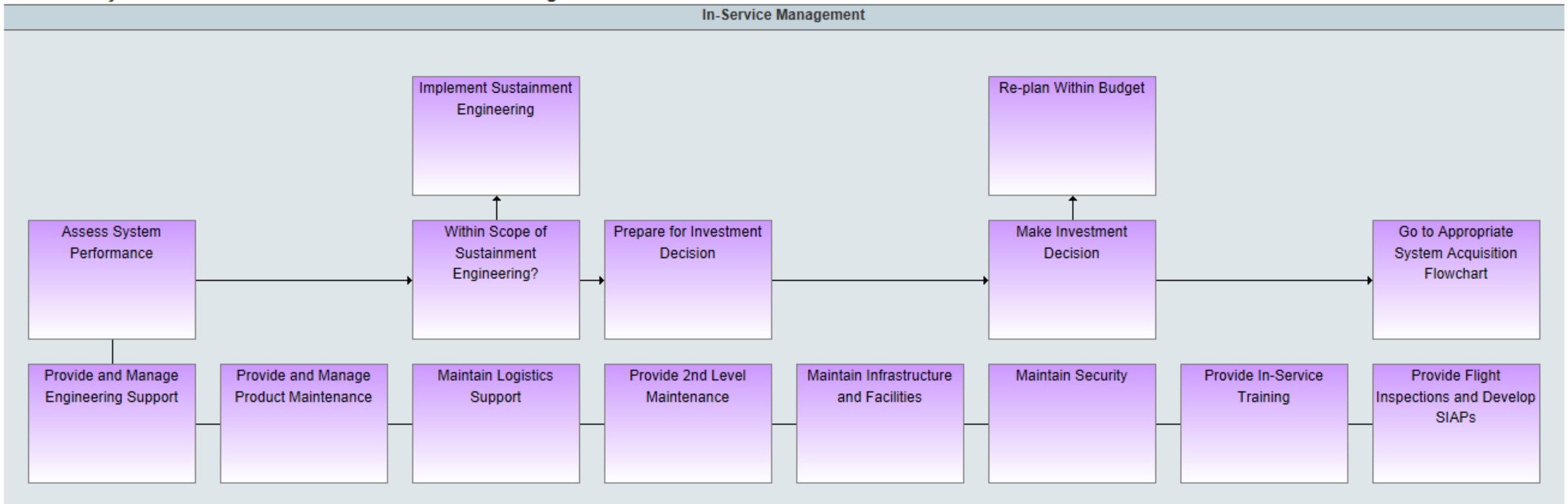Commercially Available Hardware and Software - In-Service Management