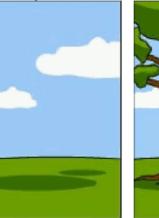
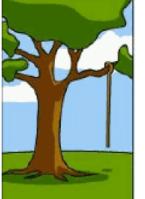


How the customer explained it



How the project was documented

How the project leader understood it



What operations installed

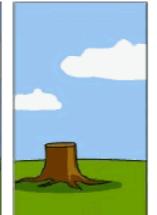
How the engineer designed it



How the customer was billed



How the programmer wrote it



How the helpdesk supported it



executive described it



What the customer really needed