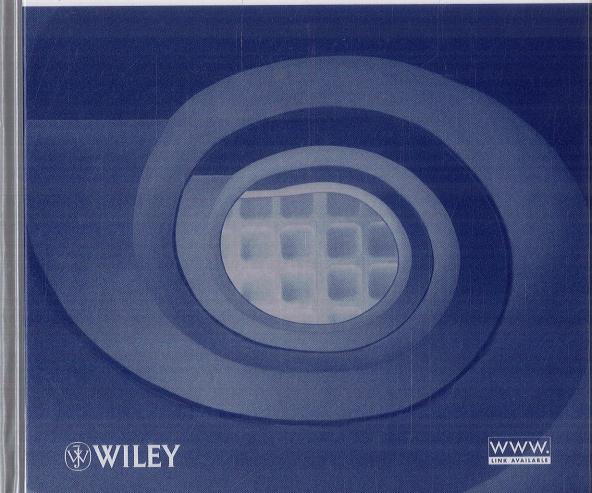
## SERVICE SCIENICE

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Appendixes and a full list of References are posted online.

All referenced files may be found at http://umich.edu/~msdaskin/servicescience/