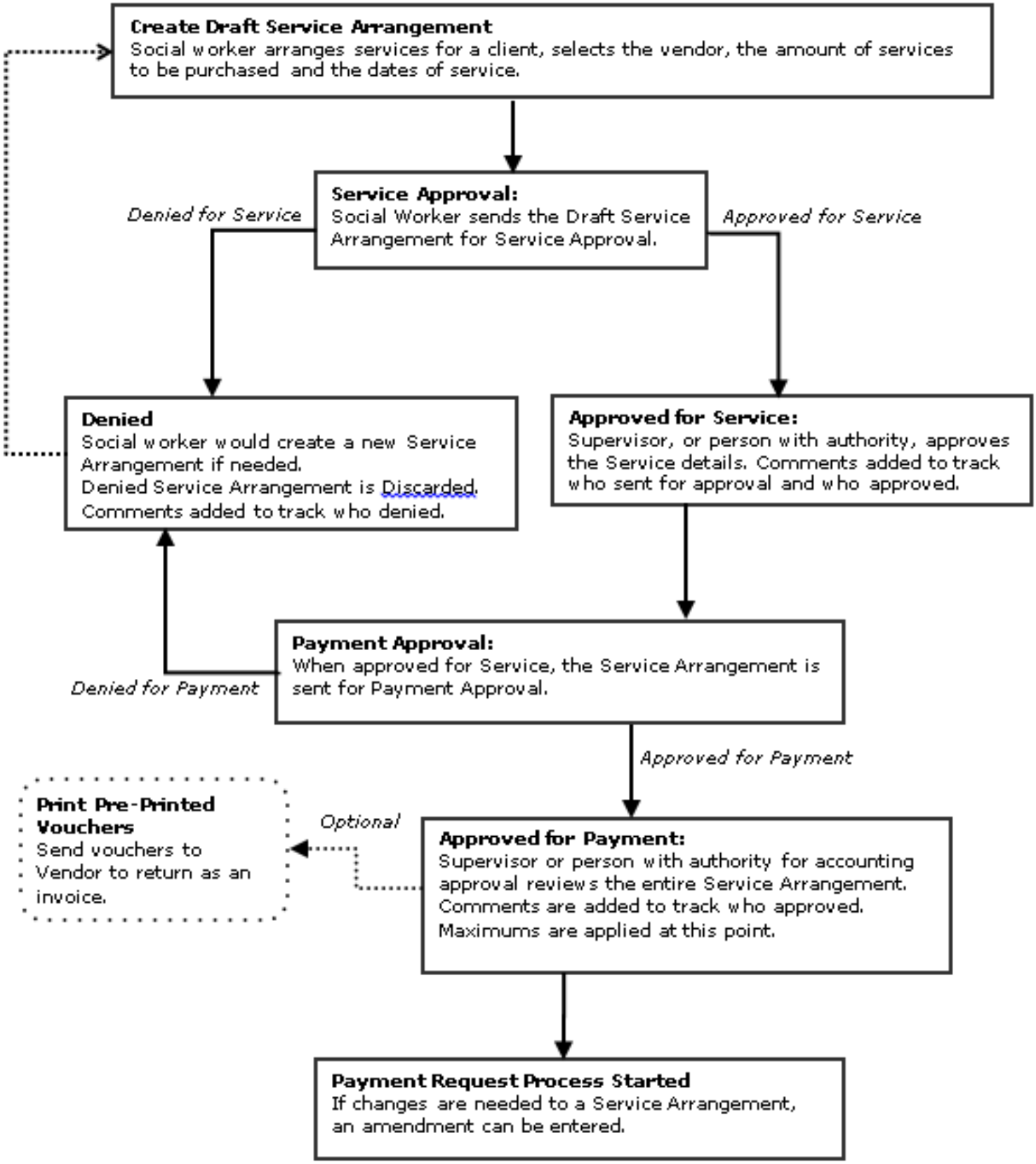Service Arrangement Workflow