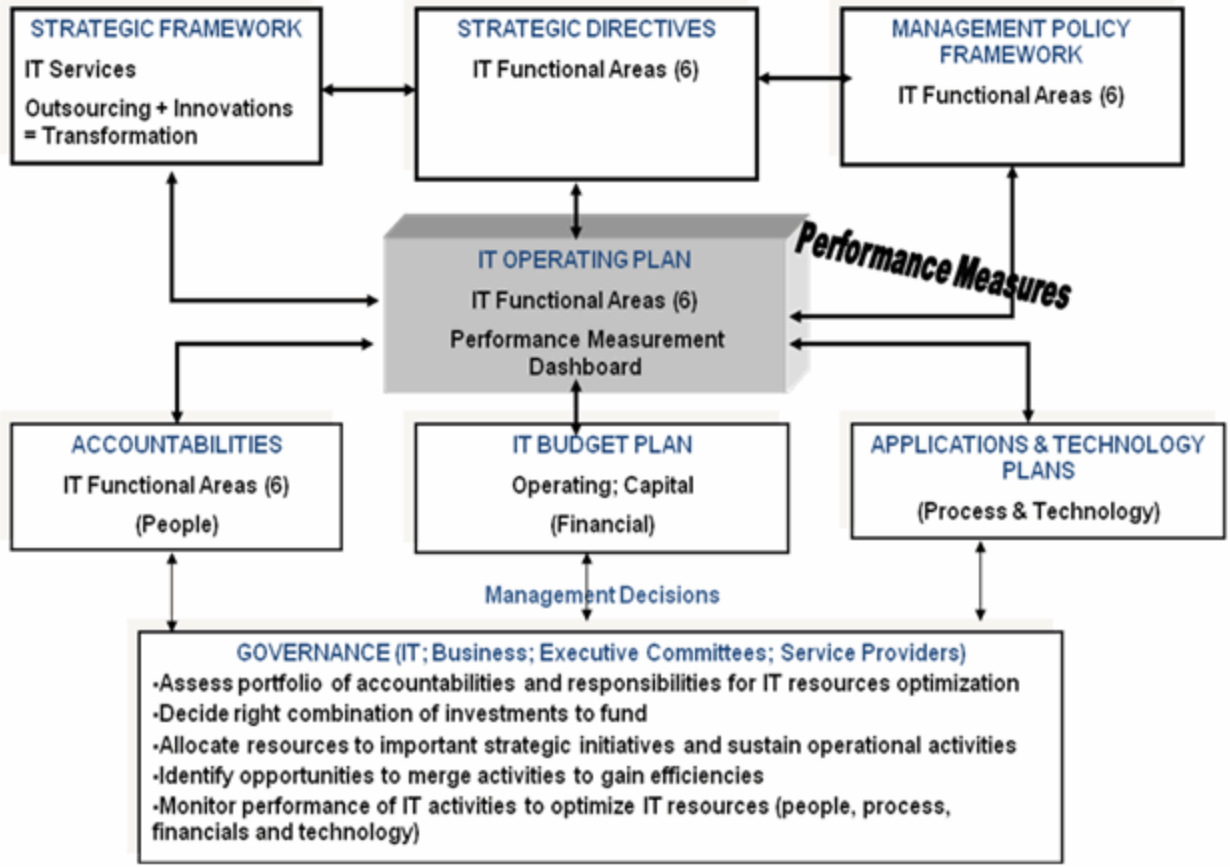IT Operating Planning Framework