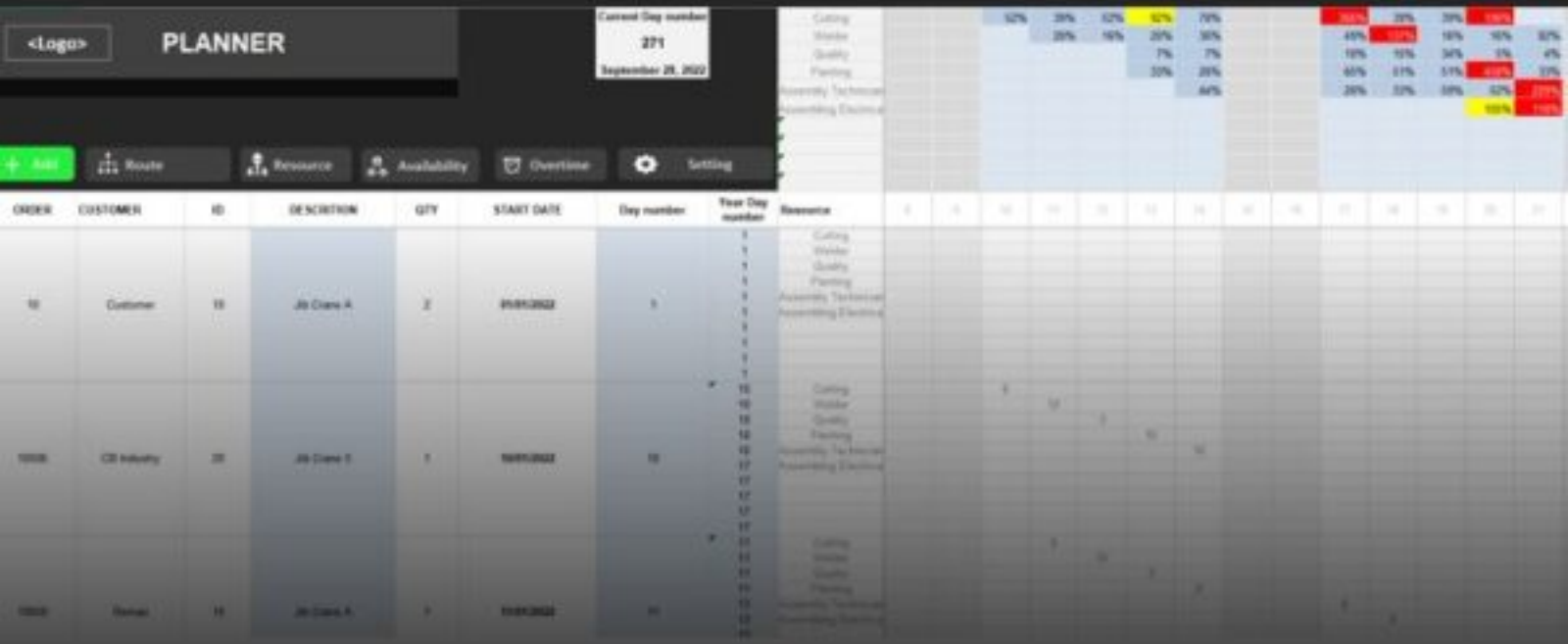CAPACITY PLANNING