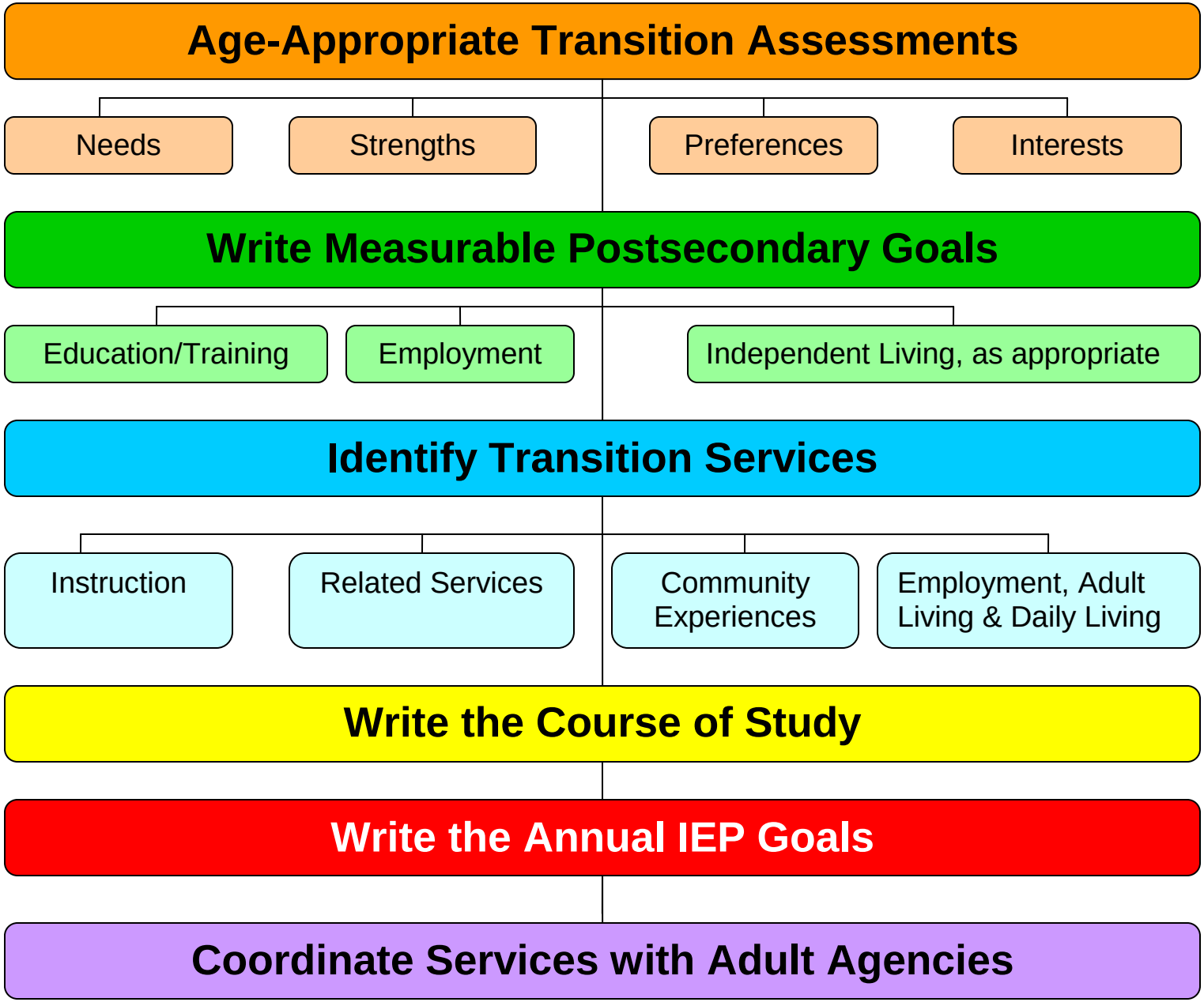TRANSITION SERVICES FLOW CHART