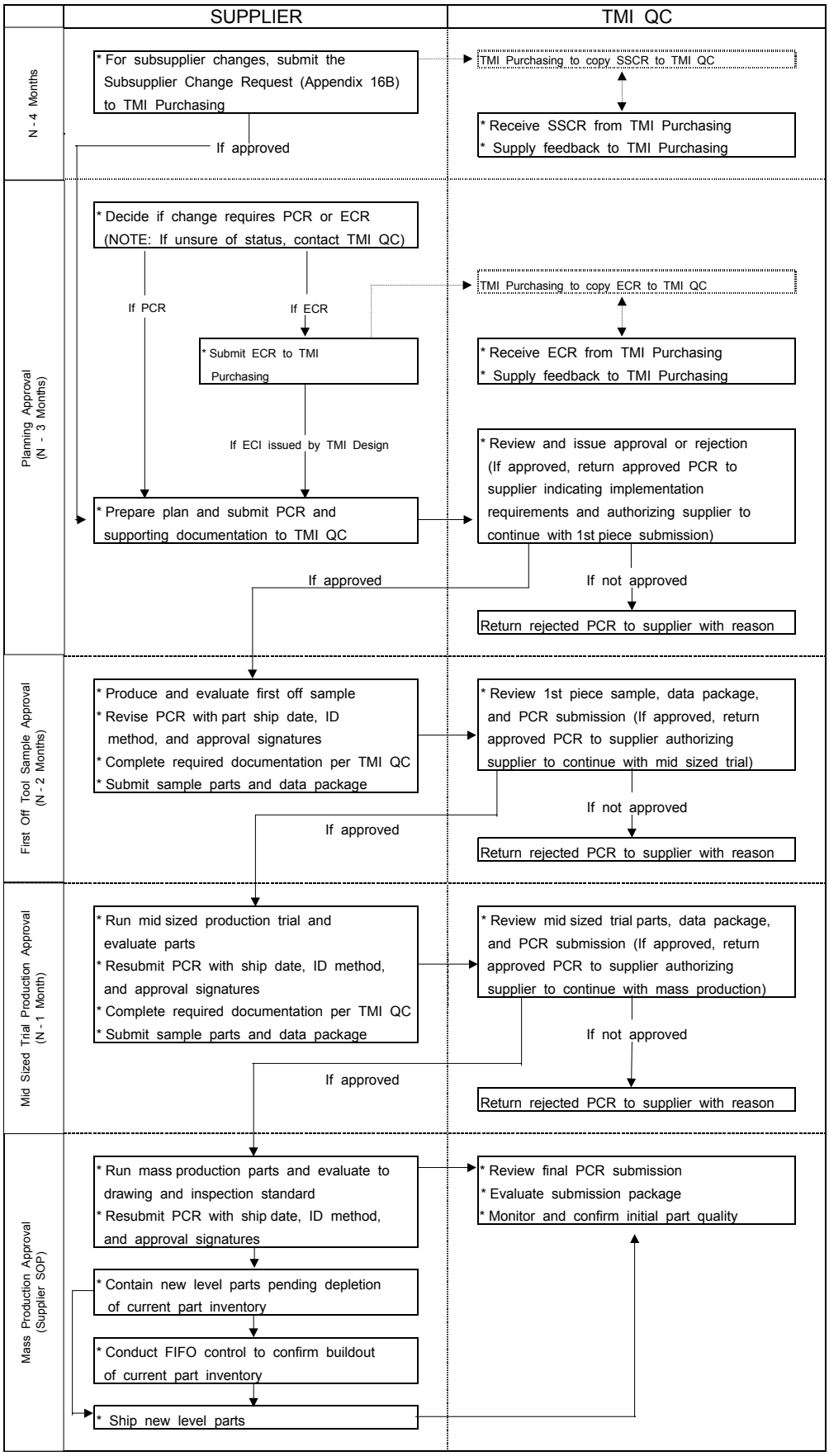CHANGE REQUEST & APPROVAL