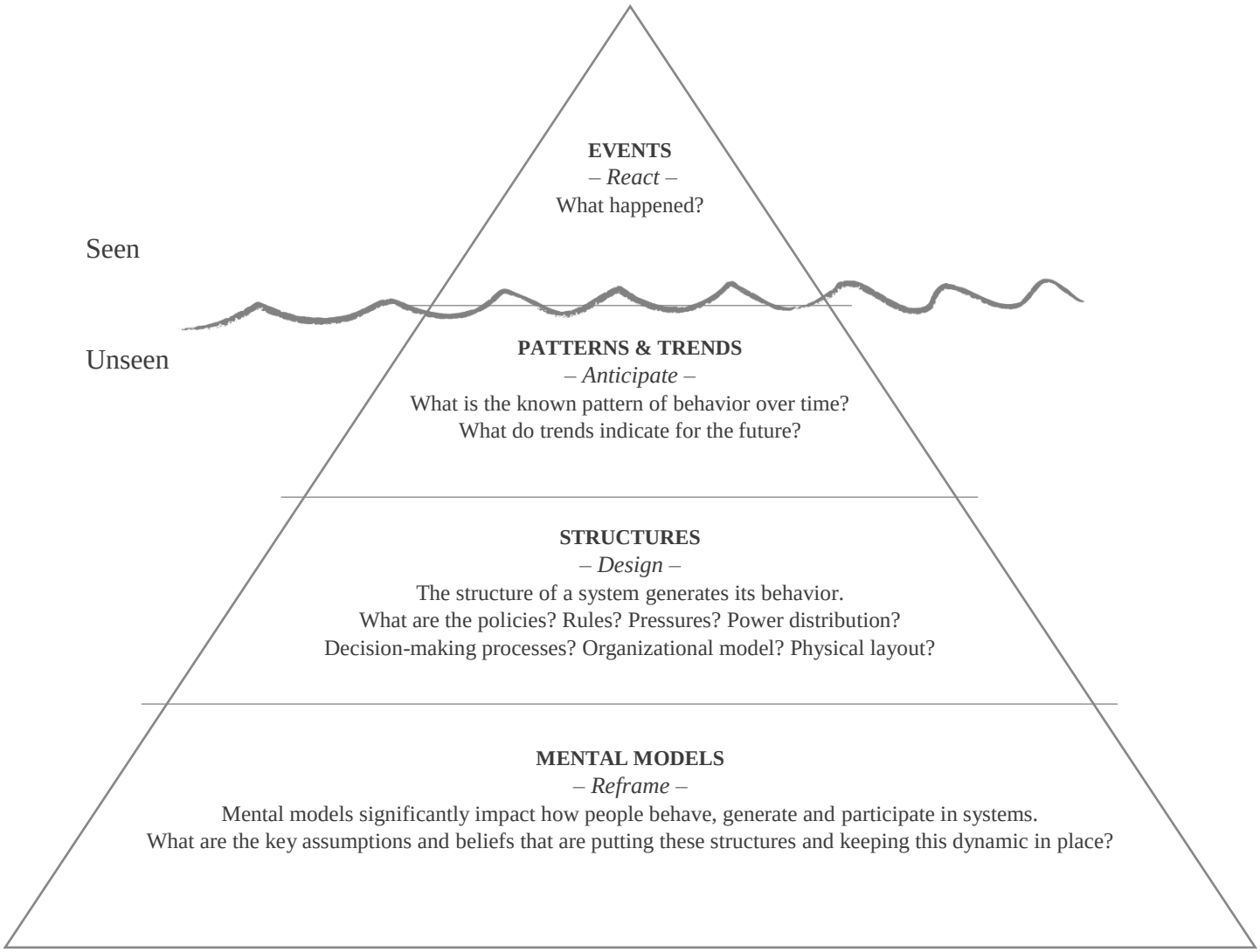Systems Iceberg Handout