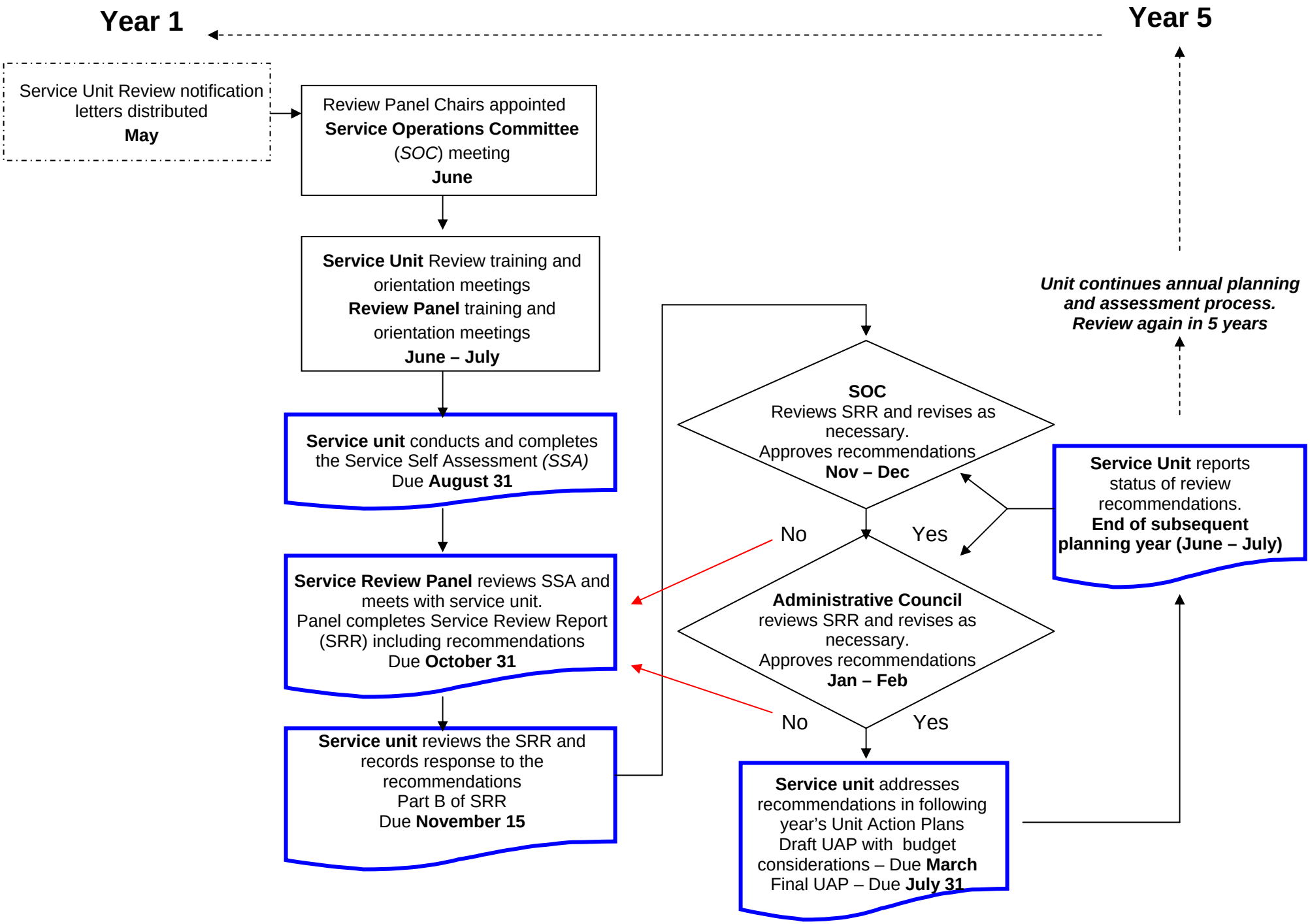SWTJC Service Review Process – 5 Year Cycle