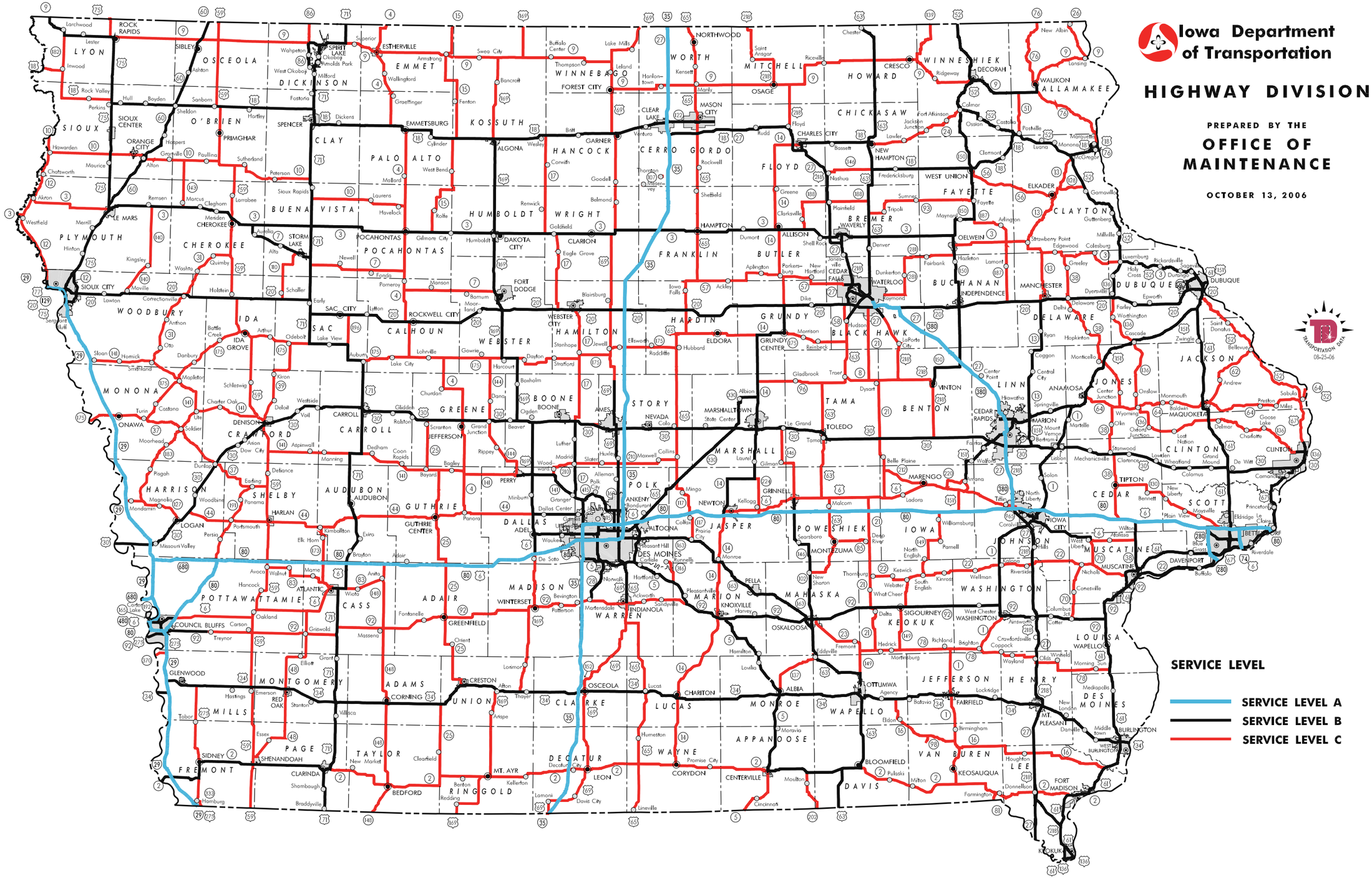MAINTENANCE SERVICE LEVEL MAP