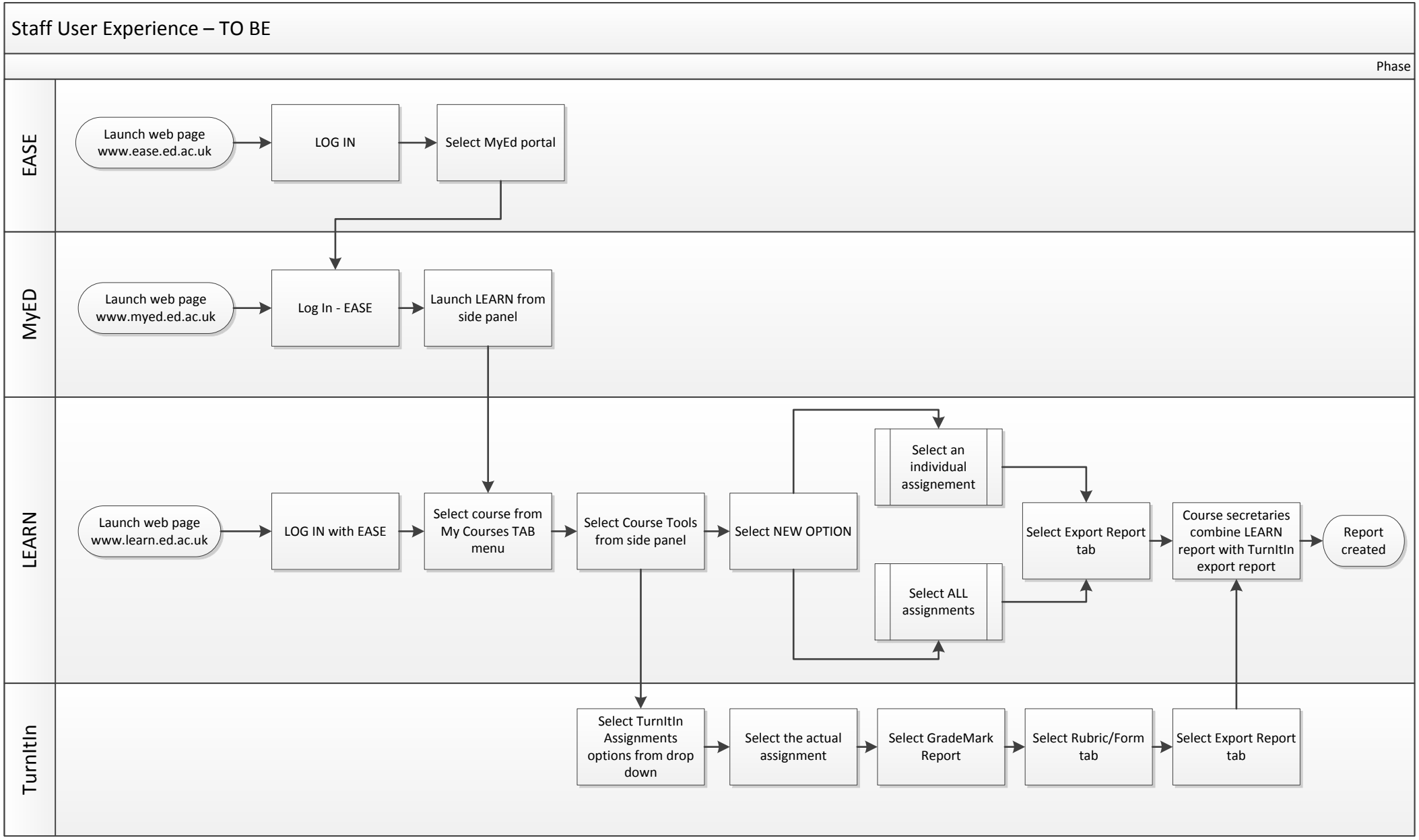Staff User Experience – TO BE