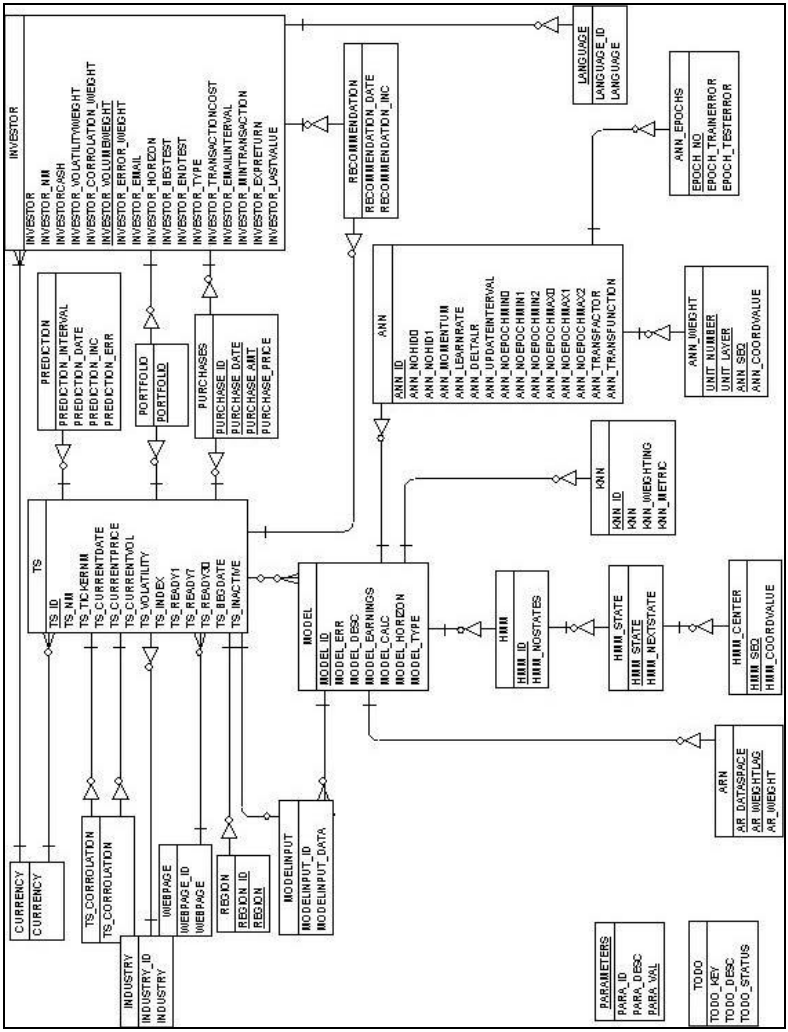# 11 Appendix D: Conceptual Data Model