



**LEVEL TWO UNIFIED PERMIT –
CHECKLIST FOR DETERMINATION OF COMPLETENESS
[Devens Enterprise Commission Rules and Regulations 2024]**

Name of applicant and project: _____

Date of Issuance of this DOC: _____

List Regulatory Components of this Unified Permit: _____

Signature of LUA or Authorized Agent: _____

1. Submission Requirements

- ☐ (a) A completed Permit application form.
- ☐ (b) The required Administrative, Processing, and Peer Review Fee.
- ☐ (c) One (1) original and three (3) copies* of the application, supporting plans (no larger than 24"x36") and materials and one (1) digital (PDF) copy of the full submission.
****Copies shall not contain any plastic binders or covers.***
- ☐ (d) A List of Abutters, certified if abutters are not located in Devens and a sketch plan showing the proximity of the abutters to the site.
- ☐ (e) Drainage calculations prepared by an Engineer complying with 974 CMR 3.04(4).
- ☐ (f) Request for Determination of Applicability (RFD) or a Notice of Intent (NOI) shall be submitted in accordance with Article XII of the By-Laws and 974 CMR 4.06.
- ☐ (g) Copies of all existing easements, covenants, restrictions and Institutional Controls applying to the lot.
- ☐ (h) Soil suitability tests and analysis.
- ☐ (i) A list of Waivers requested by the applicant, identified as Waivers of Submission and Plan Form and Contents requirements or Design Standards, with the applicable section of the Regulations clearly identified or a statement that no waivers are being requested.
- ☐ (j) Copy of any variance applying to the land, granted or filed concurrently with the Site Plan.
- ☐ (k) A narrative demonstrating compliance with the Reuse Plan and By-Laws meeting the specifications of 974 CMR 1.02.

- ☐ (l) If proposed by the applicant, a plan for the phasing of the construction of the required improvements, including a description, schedule, and plan showing the location of each phase.
- ☐ (m) A written statement of compliance with the Devens Open Space and Recreation Plan (DOSRP) and the Devens Main Post Trails report dated July 2001, to determine the effects, if any, of proposed development on resource areas, proposed trail rights-of-way, active and passive recreation areas, and other amenities included in the DOSRP.
- ☐ (n) If an applicant proposes parking lot construction phasing, a written statement demonstrating that the portion to be constructed is sufficient for the needs of the users of the proposed structure, comparing the number of spaces required by the By-Laws to the number the applicant believes are adequate, written certification that no building or permanent accessory structure will be placed on the area reserved for additional parking spaces, and a draft covenant that the parking will be built when the DEC determines it is required.
- ☐ (o) An estimate of the number of vehicle trips daily and for the morning and evening peak periods (trip generation rates shall be based on the ITE "Trip Generation Manual" most recent edition, and if applicable, data about similar developments in Massachusetts) and a description of traffic mitigation measures proposed including traffic management plans, trip reduction methods, and car/vanpooling preferential parking, etc. Refer to the Devens Transportation Management Initiative Overview for full details and parking/trip reduction guidance.
- ☐ (p) An erosion and sedimentation plan.
- ☐ (q) A landscaping maintenance and water management plan.
- ☐ (r) A narrative demonstrating compliance with the Industrial Performance Standards.
- ☐ (s) A copy of the LEED Green Building Rating System Project Checklist with the Location and Transportation, Sustainable Sites, and Water Efficiency Categories completed: <https://www.usgbc.org/resources/leed-v4-building-design-and-construction-checklist>.
- ☐ (t) Building elevations or perspectives of those portions of the building visible from public ways and residential and open space zoning districts showing the general appearance, massing, building materials, proposed colors, and relationship to abutting premises and, prior to the public hearing, the design review letter from Mass Development.
- ☐ (u) Building design review materials and if located within the Viewshed District, viewshed impact analysis.
- ☐ (v) All Slope Resource Areas as identified in 974 CMR 3.06 Appendix B Figures (13) Figure M within the proposed plan area shall be shown on the site plan.
- ☐ (w) Climate change mitigation, adaptation and greenhouse gas emissions mitigation measures in accordance with the requirements of 974 CMR 4.11.

- ☐ (x) A completed copy of the Devens Project Checklist for Reducing Embodied Carbon (highlighted rows only) – see Appendix 2. A final copy of this completed checklist (all rows) will be required prior to issuance of a Certificate of Occupancy.
- ☐ (y) All project submittals subject to DEC review shall require the stamp and signature of a registered Professional Engineer in the Commonwealth of Massachusetts certifying that the project complies with the requirements of 974 CMR 3.04(4), Stormwater Management Design Standards, and 974 CMR 4.08, General: Stormwater Management

2. Surveying and Drafting Plan Requirements

- ☐ (a) Site plans shall be 24"x36" and at a scale of 1" = 40' unless alternate size is approved by the Director. All Site Plans must also conform to the Registry of Deeds requirements for recording.
- ☐ (b) The names and addresses of the record owner of the land and the applicant and the name, seal, and address of the designer, Engineer, Surveyor, and Registered Landscape Architect who made the plan, all of which shall appear in the lower right-hand corner.
- ☐ (c) The name of the development, scale, date of plan, and legend.
- ☐ (d) A locus plan indicating the general location of the site in relation to all adjacent and nearby roads, railroads, and waterways.
- ☐ (e) Ties from the development site to the nearest town and county bounds if within 1000 feet of the site. Bearings and curve data/distances of all lot lines, names of all adjoining property owners as they appear in the most recent tax list, and the location of easements, rights-of-way, and public and private ways.
- ☐ (f) Devens Lot number of the site, if available.
- ☐ (g) Topography for the entire site in two-foot intervals with contours and principal elevations of significant existing and proposed features related to the National Geodetic Vertical Datum (NGVD) of 1929. Existing contours shall be shown as dashed lines and, along with all other existing features, shall be screened. Proposed contours are to be shown as solid lines.
- ☐ (h) A space for the DEC's endorsement of the Site Plan by a majority of the members of the DEC on the front sheet and space for the chairperson or designee to sign all other sheets.
- ☐ (i) Lines of existing abutting Streets and Roads showing drainage and driveway locations and curb cuts.
- ☐ (j) Surveyed property lines showing distances and monument locations, all existing and proposed Easements, Rights-of-Way, utilities and other encumbrances, the size of the entire parcel, and the delineation and number of square feet of the land area to be disturbed.

3. Administrative Plan Requirements

- ☐ (a) Zoning district(s) and any boundary of zoning districts within the site, along any existing or proposed lot line, or within 50 feet.
- ☐ (b) The location, dimensions (including height), and general use of all existing and proposed buildings and structures to remain, including ground coverage, gross floor area, open area uses, and other facilities and improvements. Location of buildings existing on the site to be developed and on adjacent land under the same ownership within 500 feet of the lot line, indicating whether existing buildings are to be retained, modified or removed. See Appendix 1 for table template.
- ☐ (c) A statement noting the area of the site, the percentage of the site to be covered by impervious surfaces (such as buildings and parking areas), the area to be devoted to open space, the area to be paved for parking, driveways, loading spaces, and sidewalks, the number of proposed parking spaces and the number required by the By-Laws, the number of employees expected per shift, and the gross floor area of each proposed (commercial, industrial, office, or other) use. This data shall be tabulated to show the relationship of the required versus the proposed quantities. See Appendix 1 table template.
- ☐ (d) Existing and proposed front, side, and rear setback dimensions.
- ☐ (e) Parking lots and loading docks, showing driveway entrances and exits designed for safe ingress and egress, curb cuts, layout of parking spaces, aisles, off-street loading facilities, pedestrian walks, bicycle racks or storage facilities, handicap ramps, and representative cross-sections of service and parking areas and driveways.
- ☐ (f) Existing and proposed landscape features such as fences, walls, planting areas, wooded areas, and walks. Scattered trees to be preserved shall also be shown as well as all "specimen trees" (trees exceeding a minimum caliper of twelve inches) within 100 feet of existing or proposed lot lines have been identified and indicated on the plan. All existing landscape features, especially existing trees and woodland to remain are shown on ALL site plan sheets. Planting details setback, screens, and other landscaped areas including quantities, species, and spacing of plantings, shown at sufficient scale to illustrate clearly the landscaping design. Plans for walks, walls, and fences including dimensions, materials, and finishes. Landscaping Plans, Irrigation Design plans, Planting Plans, Planting Detail sheets, and Planting Specifications shall be prepared by a Landscape Architect registered in the Commonwealth of Massachusetts and shall bear the seal and signature of the Registered Landscape Architect who prepared them.
- ☐ (g) Planting Plans shall indicate the locations of proposed Street, Road and site lighting, even if site lighting is shown elsewhere on a separate plan and designed by separate consultant. Planting plans shall also include details and locations for walks, walls, and fences including dimensions, materials, and finishes.
- ☐ (h) Quantities, species, and spacing of plantings in lot setback areas, screens, parking and loading areas, and other landscaped areas shall be shown at a minimum scale of 1"=40'. Detail plans for areas such as landscape treatments adjacent to buildings, tree clusters or shrub beds, landscaped islands in parking areas, or other densely landscaped areas shall be shown at a scale of 1"=20'.

- ☐ (i) If an irrigation system is proposed, the Submission shall include an irrigation plan complying with 974 CMR 8.09(11) showing the complete layout and of all components, complete schematic diagrams of all systems, a functional and sequential description of all systems, and irrigation details for installation of all components, including but not limited to piping, valves, valve boxes, sprinkler heads, backflow preventers, automatic control systems, pumps, meters, associated cabinets, and all appurtenances as needed.
- ☐ (j) Proposed means of fire equipment access.
- ☐ (k) Proposed traffic circulation systems, including the volume and proposed direction of traffic flows into, out of, and within the site for both vehicles and pedestrians for an average day and for peak hours.
- ☐ (l) Location and dimensions (including height) of all storage facilities for equipment, material, and other like items. Location of all underground and aboveground fuel, combustible, and flammable liquid storage tanks greater than 250 gallons.
- ☐ (m) Location and dimensions (including height) of facilities for garbage, rubbish, recycling, and other waste collection and disposal. Location and dimensions (including height) of facilities for garbage, rubbish, recycling, composting and other waste collection and disposal. **Note: Applicants should be aware of MA waste ban materials and plan for storage/reuse accordingly.** Info. on waste ban items can be found at <http://goo.gl/Qrea5>
- ☐ (n) Garage and pedestrian entrances and exits.
- ☐ (o) Maximum size vehicle, including trailers, expected to use the site after construction, by length, width, height, and American Association of State Highway and Transportation Officials (AASHTO) designation.
- ☐ (p) Location and dimensions (including height) of existing and/or proposed free-standing signs and the manner of illumination. All proposed signs shall conform with Article XIII of the By-Laws and 974 CMR 6.00: Sign Control as most recently amended.
- ☐ (q) Existing and proposed public and private utilities, above and below grade, along with their type, size, and class
- ☐ (r) If the project is to be phased, a plan for the phasing of the construction of the required improvements, including a description, schedule, and plan of affected areas
- ☐ (s) Any additional details that may be pertinent or required by the Director during the scoping or Pre-Permitting sessions

4. Industrial Performance Standards Plan Requirements.

- ☐ (a) The site lighting information shall be provided on the Site Plan, including types of fixtures, heights, wattage, foot candle output directly under the light source, foot

candle output at the lot line, and a photometric layout/diagram showing direction and intensity of outdoor lighting.

- ☐ (b) Notes shall be provided on the Site Plan stating:
 - (1) Existing or proposed use will not generate electromagnetic interference to any sensitive receptor. Interference with the Harvard-Smithsonian radio telescope (1400-1720 MHz) is specifically prohibited.
 - (2) Proposed or existing use will not cause pronounced, multiple patterns of noise or vibration nuisance to, or interfere with, any sensitive receptor.
 - (3) Either "A Massachusetts Department of Environmental Protection (DEP) air quality permit application has been made" or "A DEP air quality permit is not required."
- ☐ (c) Locations or uses deemed by the Director to be sensitive receptors in any given area of impact may be subject to field identification of the receptor and/or special documentation or field data that helps to clarify the existence or absence of subject impacts. This documentation and data includes existing secondary data and studies, limited field testing by the applicant, or in the worst case scenario, retention of additional professional consultants to conduct further testing. Specifications for any additional information will be identified by the Director during the pre-permitting conference and shall be incorporated in the Site Plan.
- ☐ (d) A Copy of the completed Industrial Performance Standards Checklist shall be included: http://www.devensec.com/forms/Industrial_Performance_Standards_Checklist.pdf.

5. Wetlands/Water Resources/Flood Plain Plan Requirements.

- ☐ (a) All Resource Areas as defined by 974 CMR 4.06, including existing natural features (ponds, brooks, wetlands, etc.), Federal Emergency Management Agency (FEMA) flood plain elevations on and/or adjacent to the lot, Flood Insurance Rate Map (FIRM) panel number, zone designation, and base flood elevation.
- ☐ (b) Erosion, siltation, and dust control measures before and during construction, in accordance with 974 CMR 3.02(3)(e).
- ☐ (c) Location of all private wells on or within 200 feet of the boundaries of the property, if any
- ☐ (d) Location of all public and community water supply wells on or within 1,000 feet of the boundaries of the property, if any.
- ☐ (e) Proposed conservation restrictions and easements.
- ☐ (f) For any site plan that stores fuel, combustible and flammable liquids, as defined by 42 U.S.C. section 6901-6922i, G.L. c. 148, and 527 CMR 9.00, compliance with 974 CMR 4.09 and an addendum to the DSPCC and the location of on-site materials and equipment for spill response in accordance with its specific DSPCC are required.

6. Schedule:

Transmitted to Nitsch and other consultants
Pre-Permitting conference
Date of Determination of Completeness
Mail to Towns (30-day comment period begins)
Advertisements
Notification of abutters
Public hearing
End of 30-day comment period
Tentative vote

7. Notes/Comments

Appendix 1:

Zoning Conformance Summary

Address:	
Parcel ID:	
Primary Zoning District:	
Overlay District(s):	
Use:	

Dimensional Requirements

Criteria	Required		Existing	Proposed	Change	Zoning Compliance
Lot Area (AC)		(Min.)				
Total Land Area Disturbed (SF)						
Total Impervious Cover (SF)		(Max.)				
Total Impervious Cover (% of Parcel)		(Max.)				
Building Impervious (SF)						
Building Impervious (% of Lot)						
Pervious Pavement/Pavers (SF)						
Total Hardscape (Impervious + Pervious)(SF)						
Percent of Hardscape in Pervious Pavement/Pavers (SF)						
Open Space (SF)						
Lot Frontage (FT)		(Min.)				
Front Yard Setback (FT)	25	(Min.)				
Side Yard Setback (FT)	10	(Min.)				
Rear Yard Setback (FT)	25	(Min.)				
Building Height (FT)		(Max.)				
FAR Coverage		(Max.)				

Parking and Traffic Summary

Criteria	Required		Existing	Proposed	Change	Zoning Compliance
Parking Spaces		(Max.)				
Reserve Parking Spaces (If applicable)						
Total Spaces		(Max.)				
Compact Spaces		(Max.)				
Electric Vehicle/Hybrid Plug-in Spaces	5%	(Min.)				
Electric Vehicle/Hybrid Preferred Spaces	5%	(Min.)				
Ride Share (Car/Vanpool) Spaces	5%	(Min.)				
Handicap Spaces		(Min.)				
ADT						
Total Employee Count						
Number of Employee Shifts						
Employee Count by Shift (###/###/###/etc)						

Building Area and Use

Criteria	Existing	Proposed	Change	FAR by Use	Zoning Compliance
Gross Floor Area:					
Total (SF)					
Commercial (SF)					
Industrial/Light Industrial/ Distribution (SF)					
Office (SF)					
Other (Specify) (SF)					

Devens Project Checklist for Reducing Embodied Carbon

A Worksheet for Project Teams

DEC Version 1

Last Updated: March 20, 2023

Introduction

Embodied carbon refers to the greenhouse gas emissions arising from the manufacturing, transportation, installation, maintenance, and disposal of building materials. There are many ways for project teams to collaborate to reduce embodied carbon on projects using siting, design, construction, or procurement strategies. This worksheet is meant to help design and construction teams learn about strategies and identify the best solutions for reducing embodied carbon on their projects.

To learn more about embodied carbon, measuring embodied carbon, or strategies to reduce embodied carbon, [read more here](#).

Strategies to Reduce Embodied Carbon

This worksheet provides a checklist for project teams to ensure they have considered strategies that may be relevant for their projects. The strategies are organized into types of strategies, beginning with process and tools and also including:



Using the Checklist

On the following sheet, there is a list of embodied carbon reduction strategies with a brief description, followed by two sets of checkboxes with empty rows.

At the Schematic Design phase (prior to submission of Unified Permit), complete the highlighted rows and identify which strategies you intend to use by checking the checkbox in Column E and insert a brief explanation in Column F about how the project may incorporate the strategy into the project and any necessary special considerations. If you feel that a strategy is already included on the project / integral to the project program and requirements, you can select 'Already included' instead of 'Will pursue'.

Upon construction completion (prior to CO), identify which strategies you used by checking the checkbox in Column H and insert a brief explanation in Column I about how the project incorporated this strategy. If the project aimed to use this strategy but was not able to, indicate which challenges prevented implementation.

Questions? Contact

Email the Devens Enterprise Commission (neilangus@devensec.com)

Project Checklist for Reducing Embodied Carbon in Devens

A Worksheet for Project Teams

Embodied Carbon Reduction Strategy			Checklist for Schematic Design			Checklist Based on As-Built's			Get Started on Learning More <i>(More to be added in v2!)</i>
0 Process and Tools			Already included	Will pursue?		Achieved?			
	0 Identify Embodied Carbon as a Priority Communicate early in the design process that reducing embodied carbon is a design and procurement priority for the whole team (e.g., structural engineer, architect, contractor, sustainability consultants, mechanical engineers, etc.)		SELECT	SELECT	Add a brief explanation here about how the project may incorporate this strategy into the project and any special considerations necessary		SELECT	Add a brief explanation as to whether and how the project incorporated this strategy. If the team intended to pursue this strategy but was not able to, provide insight as to why.	WGBC Bringing Embodied Carbon Upfront
	0 Set a Project Embodied Carbon Reduction Target Align the design and construction team around an embodied carbon reduction target. Consider targets from organizations around the globe (e.g., C40, Architecture 2030, WGBC, LETI) to understand what reductions we need now to reach 2030 and 2050 goals. Use life cycle assessment tools (see Sections 0.3 and 0.4 below) to track progress towards reduction goals. See Section "4.1 Integrate Carbon Intensity Limits into Specifications" for information about setting targets for multiple building products.		SELECT	SELECT			SELECT		C40 Cities Clean Construction Declaration LETI Embodied Carbon Primer: Best Practice Targets Architecture 2030 2030 Challenge for Embodied Carbon
	0 Commit to Using Whole Building (Whole Project) Life Cycle Assessment Perform a whole building life cycle assessment (WBLCA) early in design development to identify the largest opportunities ("hot spots") for emissions reductions. Use the results from WBLCA(s) done throughout design to compare design choices and identify which reduction strategies will have the largest impact. WBLCA can be used to analyze the whole building, tenant improvement projects, or portions of a building.		SELECT	SELECT			SELECT		Carbon Leadership Forum LCA Practice Guide AIA-CLF Embodied Carbon Toolkit for Architects . (particularly Part 2: Measuring Embodied Carbon)
	0 Use Environmental Product Declarations (EPDs) During Procurement Once a product type has been selected, ask manufacturers (via specifications and the bidding and procurement processes) to provide environmental product declarations (EPDs) of their products to help select the lowest-carbon option.		SELECT	SELECT			SELECT		Embodied Carbon in Construction Calculator (EC3) AIA-CLF Embodied Carbon Toolkit for Architects . (particularly Part 2: Measuring Embodied Carbon)
	0 Discuss Whether to Integrate Carbon into the Bid Process Carbon can be evaluated alongside cost, schedule, and other criteria when selecting bids for materials to be used in construction. Alternatively, performance incentives can be provided to contractors who deliver low-embodied-carbon projects or suppliers that deliver materials below a certain carbon threshold. These strategies all require discussion early in the process between the owner, design team, and contractor.		SELECT	SELECT			SELECT		Steps to Develop a Low Carbon Procurement Policy (Incentives) OwnersCAN Embodied Carbon Action Plan Microsoft Case Study
1 Build Less, Reuse More			Already included	Will pursue?		Achieved?			Learn More
	1 Reuse/Retrofit Existing Buildings Re-use or retrofit existing buildings instead of constructing a completely new building. Reductions in new square footage or new structure will translate directly to reductions in embodied carbon.		SELECT	SELECT	Add a brief explanation here about how the project may incorporate this strategy into the project and any special considerations necessary		SELECT	Add a brief explanation as to whether and how the project incorporated this strategy. If the team intended to pursue this strategy but was not able to, provide insight as to why.	
	1 Design for Disassembly and Reuse Maximize the reuse potential of building components by detailing connections that can be easily disassembled and reused in future buildings. Avoid lamination and adhesion in assemblies (such as composite decks or hybrid mass timber/concrete assemblies) that prevent deconstruction and reuse. Avoid materials that are difficult to recycle, and avoid coatings that could prevent recycling.		SELECT	SELECT			SELECT		Zero Net Carbon Collaboration Resources AIA's Retrofitting Existing Buildings Guide
	1 Select Salvaged or Refurbished Materials Reuse materials, such as those onsite or from other city properties, or purchase salvaged materials rather than new ones. Consider refurbishing items, such as furniture, instead of throwing them out and re-purchasing them.		SELECT	SELECT			SELECT		Where feasible, take advantage of past EC 'investments' by making use of previously-used building materials rather than newly-produced materials. (AIA, 2019 ; Carbon Leadership Forum Webinar Series, 2018)
2 Design Lighter and Smarter			Already included	Will pursue?		Achieved?			Learn More
	2 Reduce [New] Floor Area Identify opportunities for design and programmatic flexibility to minimize the amount of new floor area. Similar to material and building reuse, reducing new floor area translates to material savings (as well as cost savings) and reduces embodied carbon.		SELECT	SELECT	Add a brief explanation here about how the project may incorporate this strategy into the project and any special considerations necessary		SELECT	Add a brief explanation as to whether and how the project incorporated this strategy. If the team intended to pursue this strategy but was not able to, provide insight as to why.	

4	Use Performance-Based Concrete Specifications Use performance-based (rather than prescriptive) requirements for concrete design that is appropriate for each component/mix. If CMU is used in construction, use a specified compressive stress method instead of a prescriptive method to proportion grout mix.
4	Optimize Concrete Mix Design Work with structural engineers to optimize concrete design with strategies such as reducing cement volume, allowing for longer cure times by specifying strength at 56 days instead of 28 days to allow more time for strength gain, looking at carbon implications of higher-quality aggregate, or reducing strength requirements where feasible/appropriate. Minimizing portland cement and/or replacing portland cement with other materials -- such as Type 1L Cement or supplemental cementitious materials (fly ash, slag, etc.) -- also reduces embodied carbon.
4	Source from Lower-Carbon Facilities and Products Manufacturers vary in the sustainability of their facilities and sourcing practices. Two materials with the same performance may differ in their embodied carbon as a result of energy source (fuel type/electricity grid mix), plant energy efficiency, product design and material efficiency, or lower-carbon ingredient sourcing (through using recycled, bio-based, or local ingredients). Due to how products are specified and selected, EPDs are typically the best or only option for a project team to differentiate the carbon intensity of products from different facilities and manufacturers.
5	Source Climate-Smart Wood The full life cycle embodied carbon impacts and benefits of wood are difficult to quantify (and therefore difficult to optimize) because of complex supply chains and differing methods for calculating carbon benefits. Current strategies for optimizing wood sourcing include using reclaimed/salvaged wood, asking for chain-of-custody certificates or other supply chain transparency information, asking for sustainable forest management certifications (such as FSC or SFI), and specifying wood that is locally-harvested or harvested from working (not primary) forests. <i>(Note: An agreed-upon definition for climate-smart wood that can be used in procurement is still in development and should be included once available).</i>
5	Integrate Carbon into the Bid Process Evaluate carbon -- in addition to cost, schedule, and other criteria -- as an awarding criteria when selecting bids for materials to be used in construction. If points are used to differentiate bids, award points for low-carbon procurement. When possible, provide performance incentives to contractors who deliver low-embodied-carbon projects.

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[RMI Concrete Solutions Guide](#)[NRMCA Guide to Specifying S](#)

[Embodied Carbon in Construction Calculator \(EC3\)](#)
[Energy Star Industrial Plant Efficiency Program](#)
[Carbon Smart Materials Palette](#)

[Carbon Leadership Forum's Wood Carbon Seminars](#)
[Climate-Smart Forestry.org](#)

[Steps to Develop a Low Carbon Procurement Policy \(Incentives\)](#)
[OwnersCAN Embodied Carbon Action Plan](#)
[Microsoft Case Study](#)