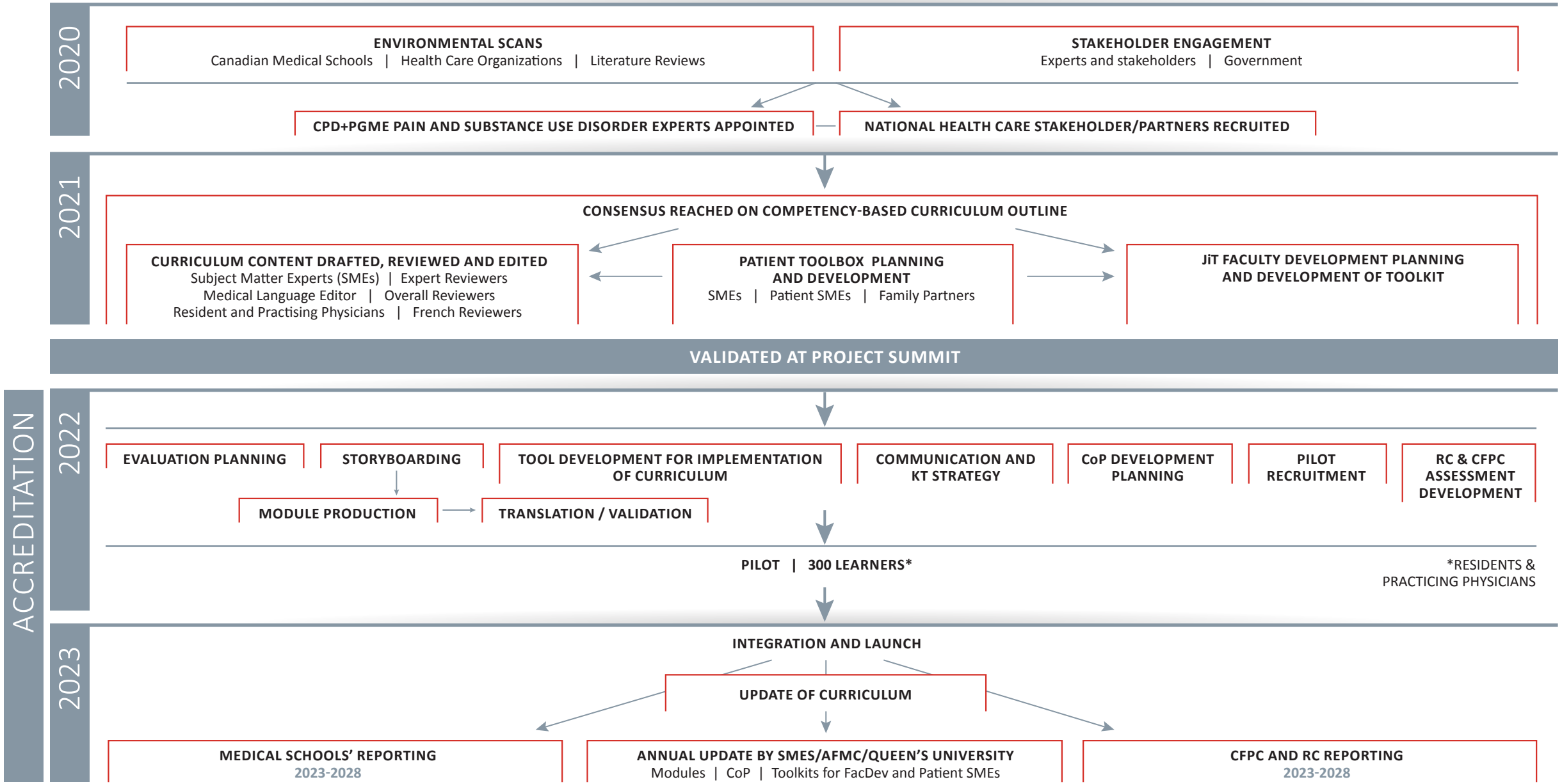DEVELOPMENT AND IMPLEMENTATION OVERVIEW