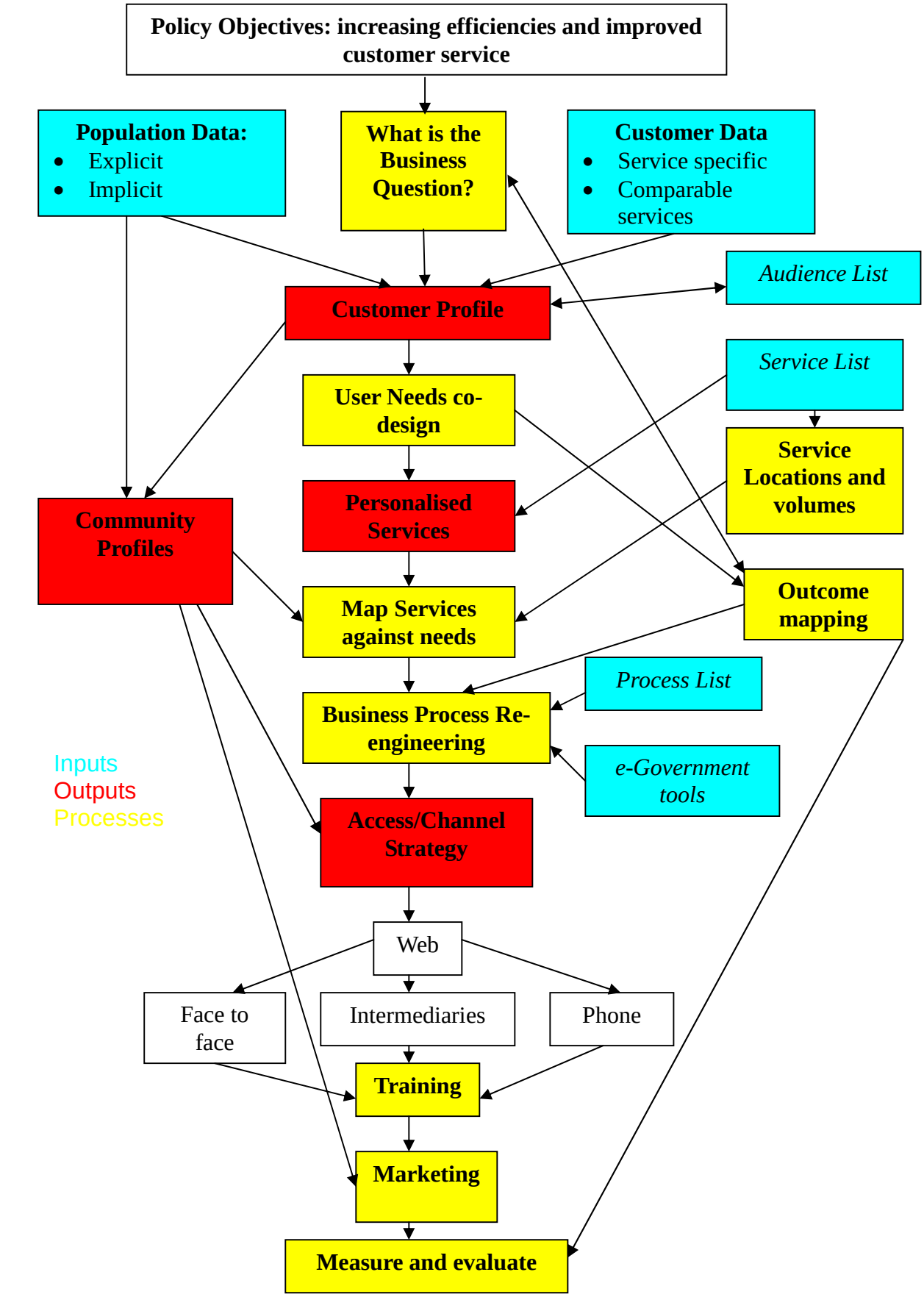SMART CITIES PROCESS