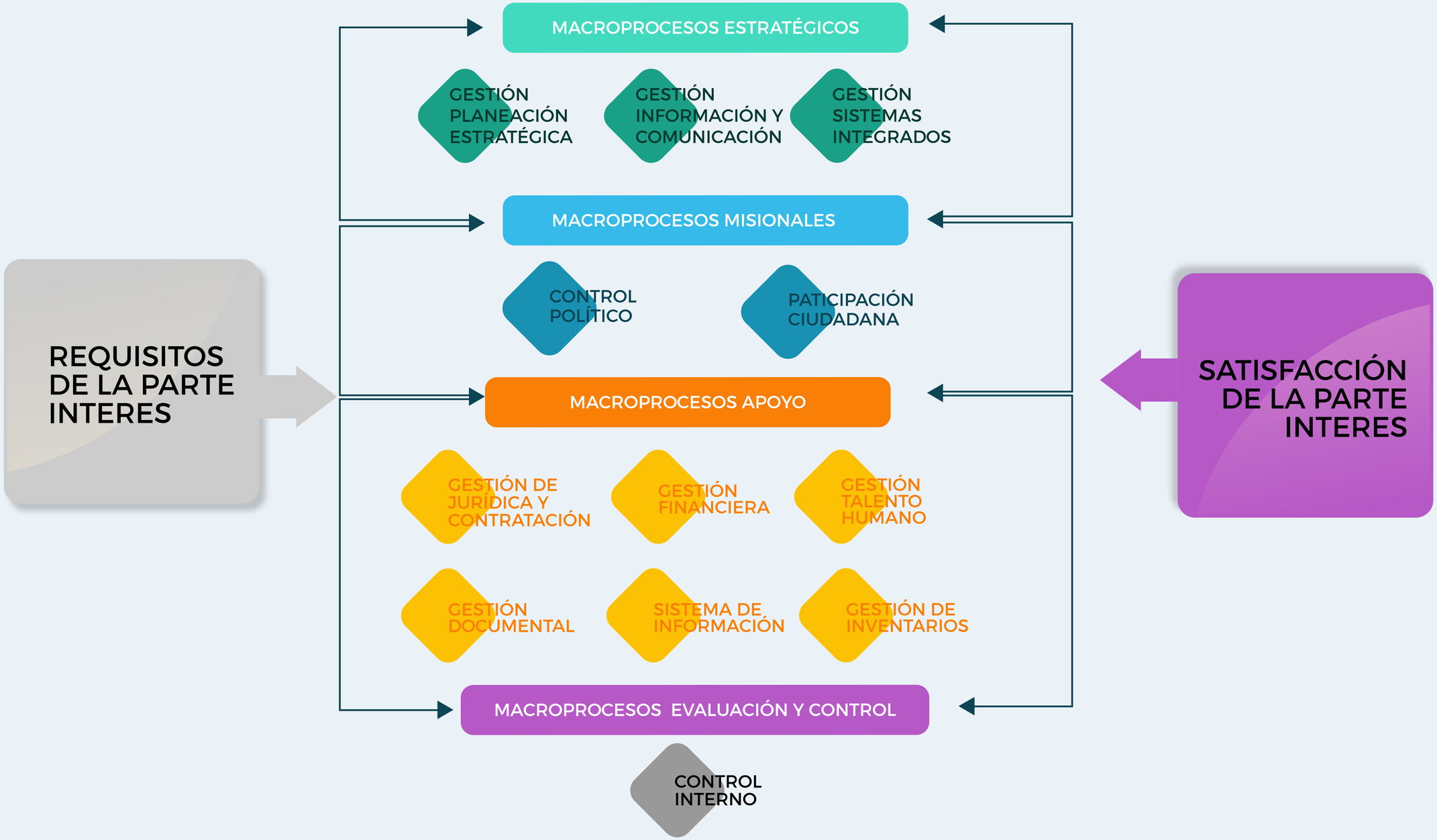MAPA DE PROCESOS