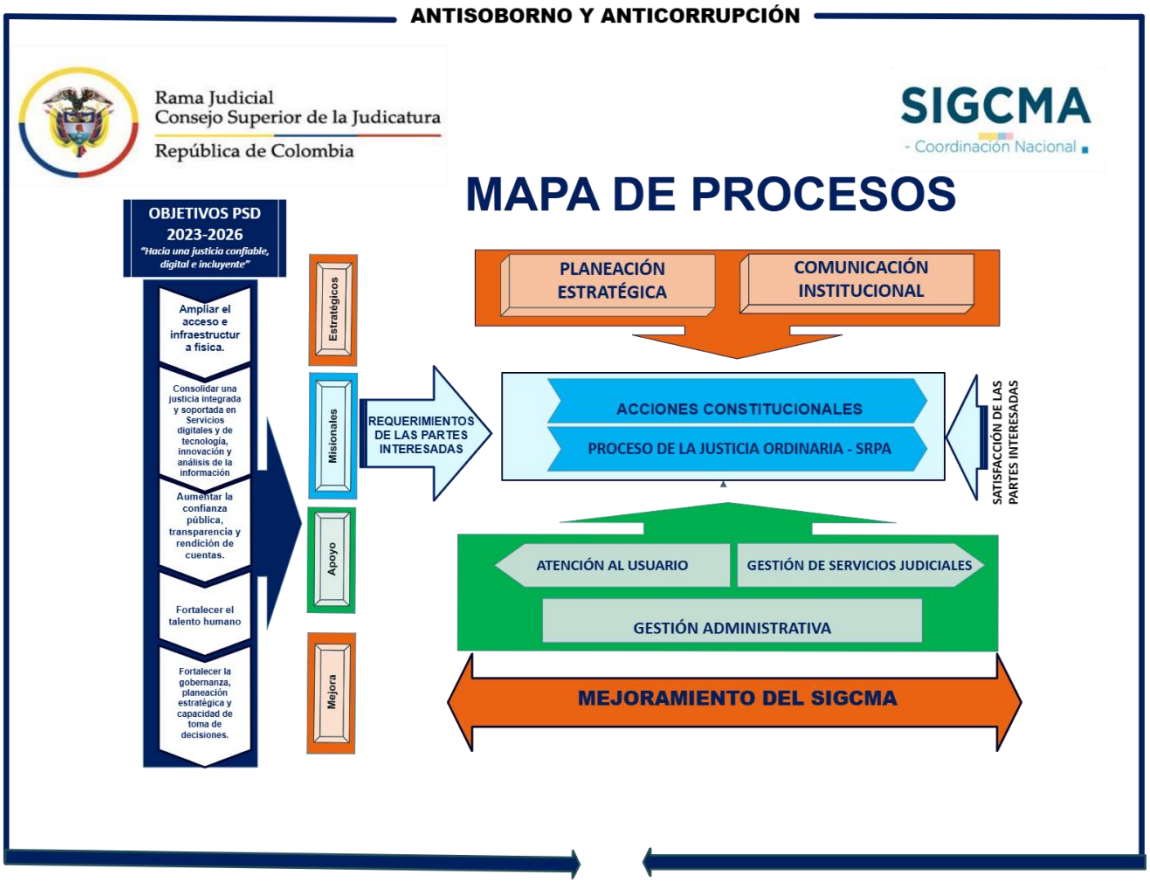## MAPA DE PROCESOS