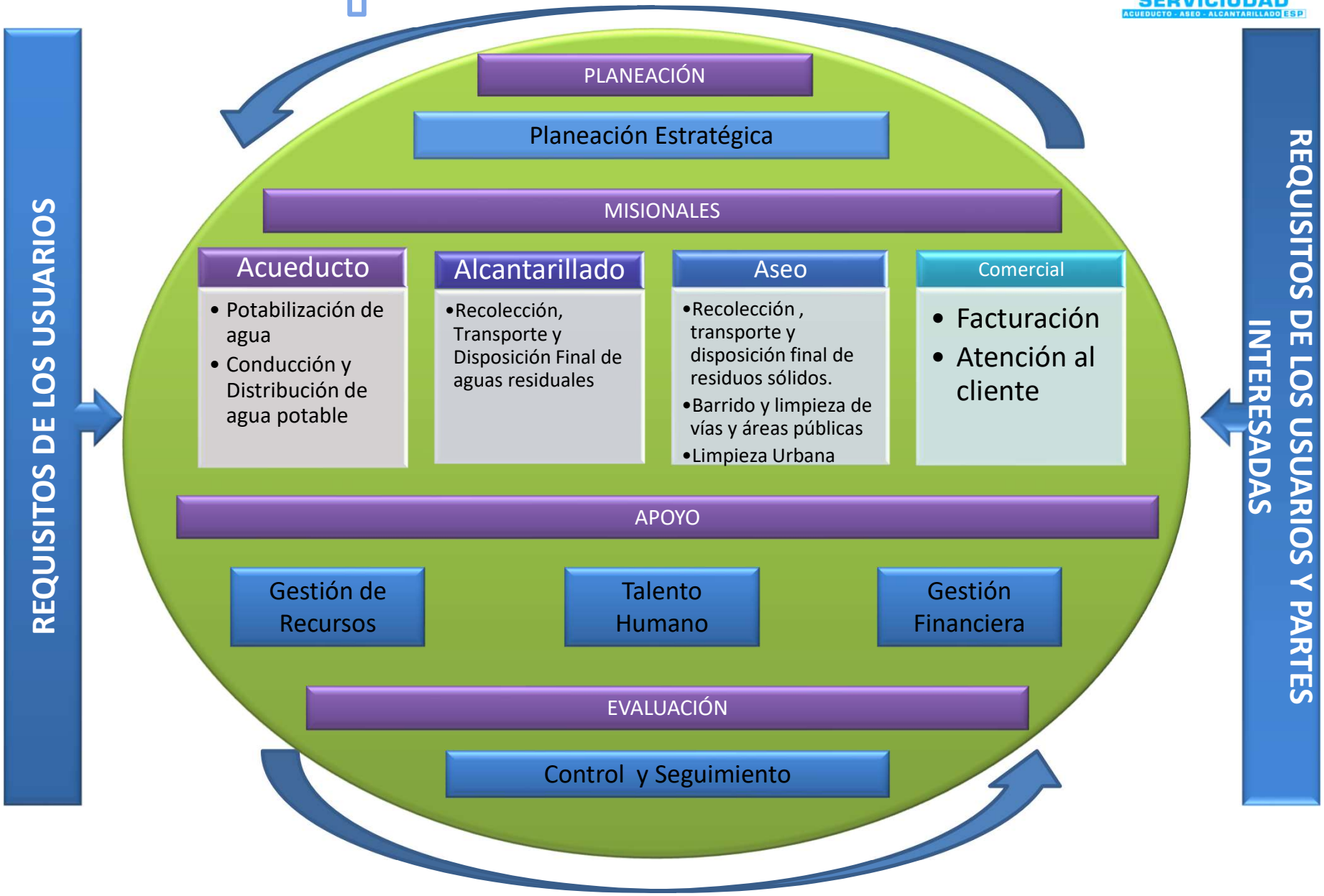Mapa de Procesos