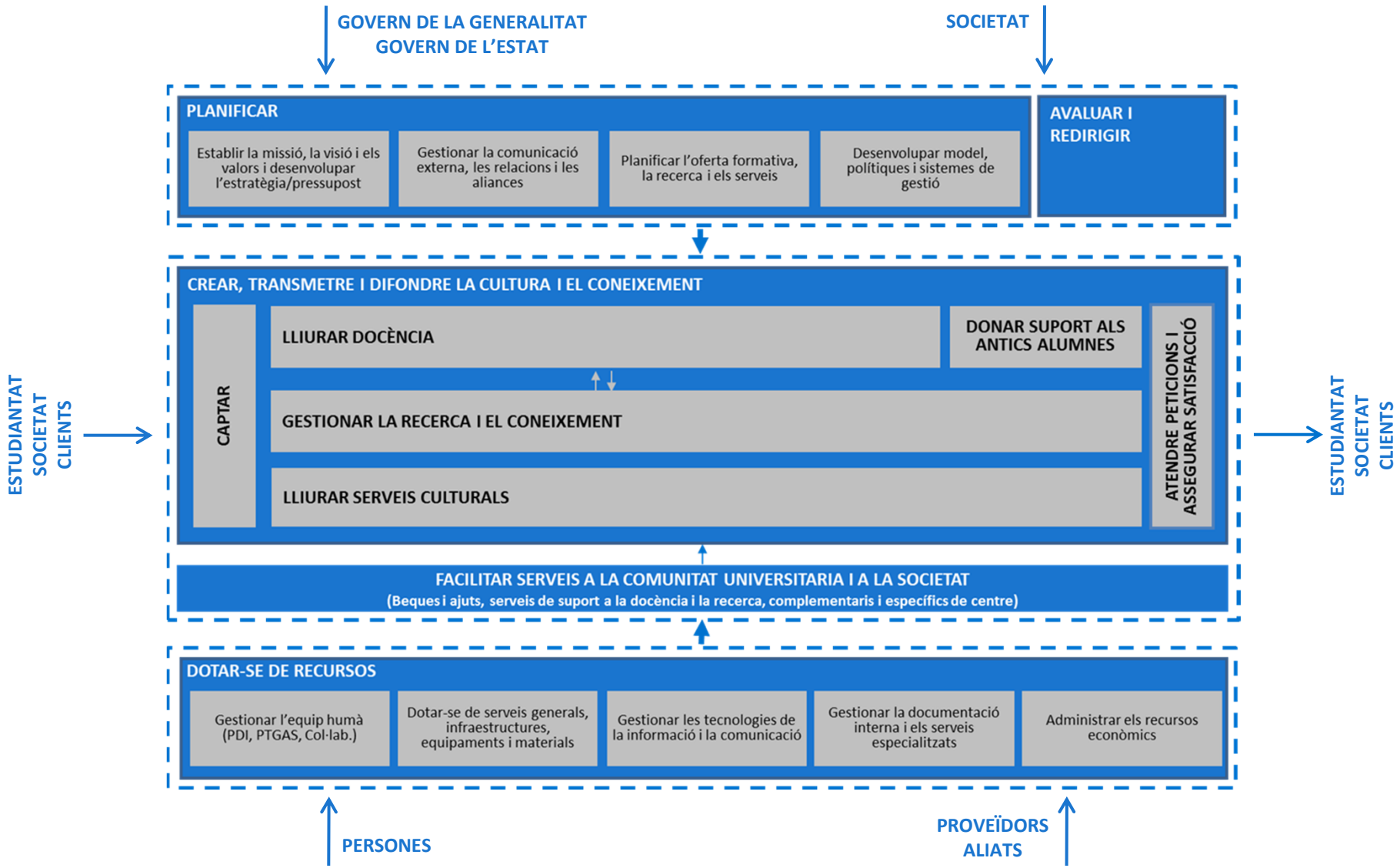MAPA DE PROCESSOS DE LA UB