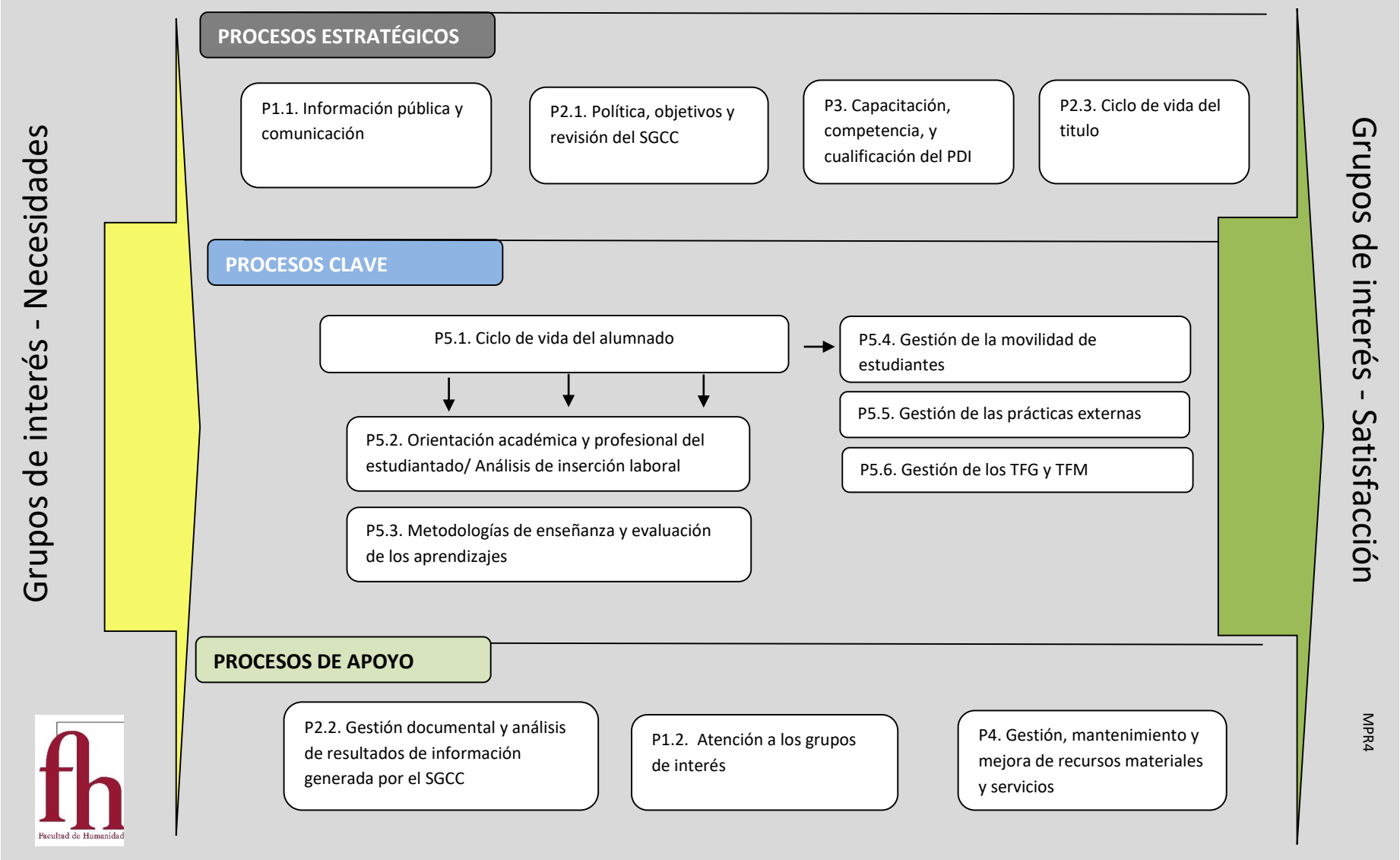MAPA DE PROCESOS. FACULTAD DE HUMANIDADES (R4)