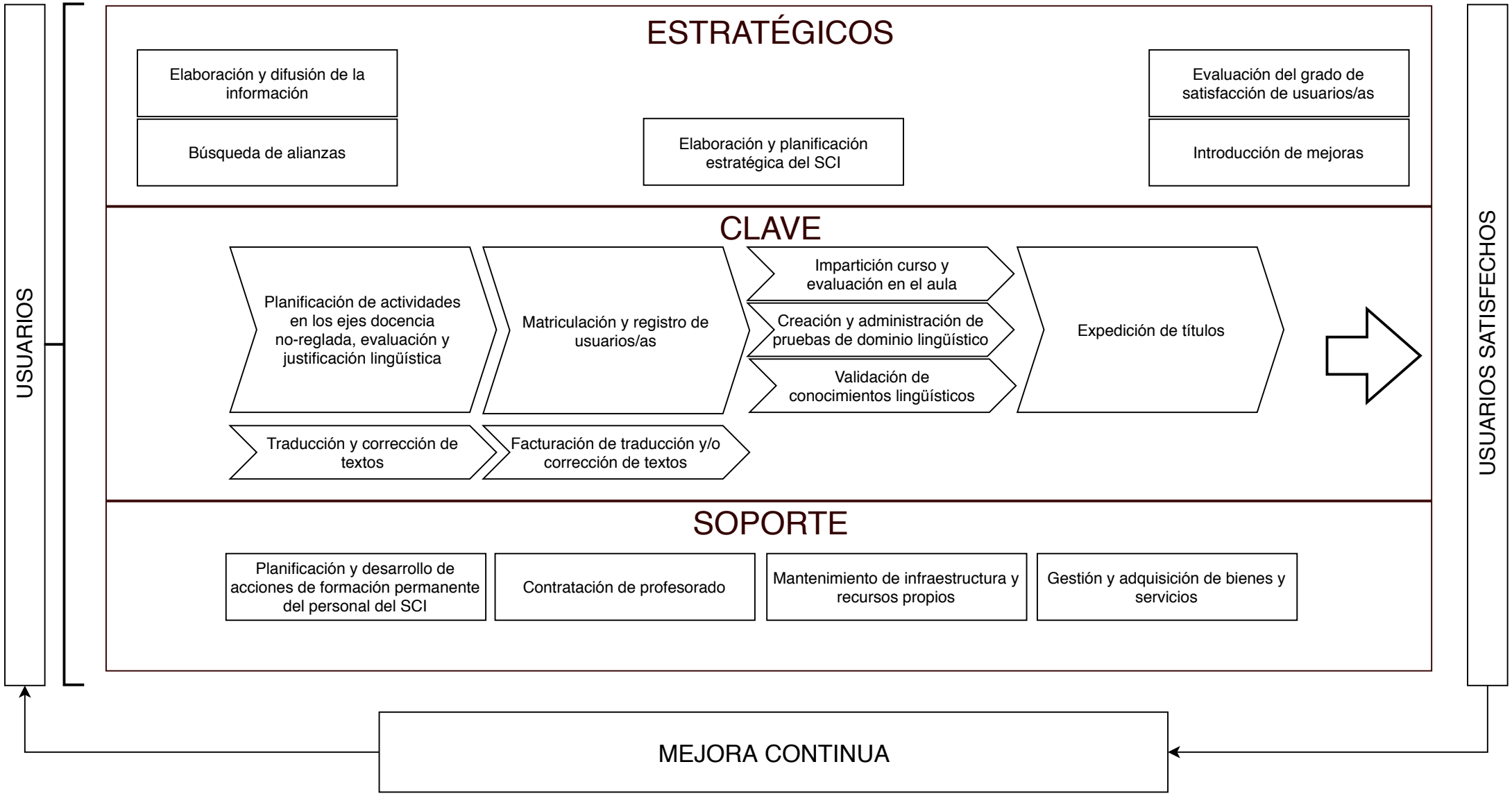MAPA DE PROCESOS DEL SERVICIO CENTRAL DE IDIOMAS