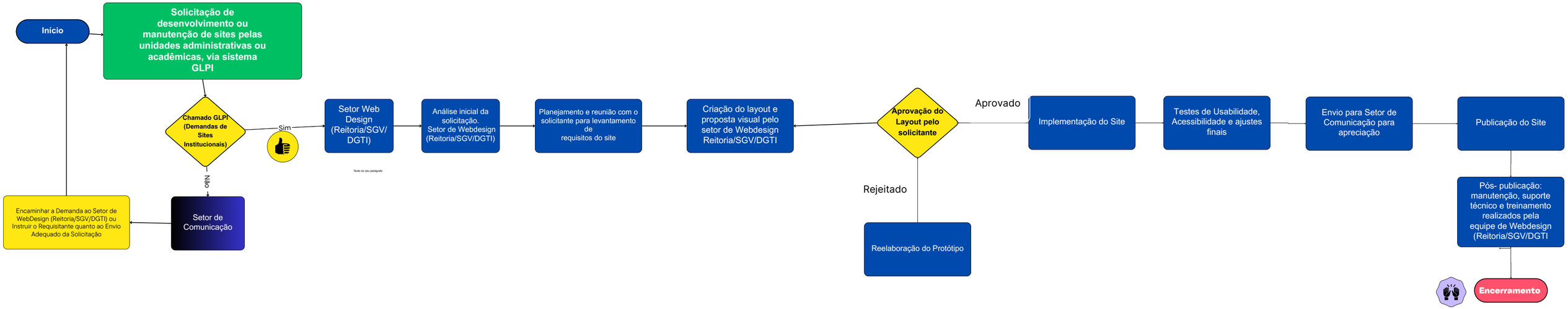Mapeamento de Processos Sites Institucionais