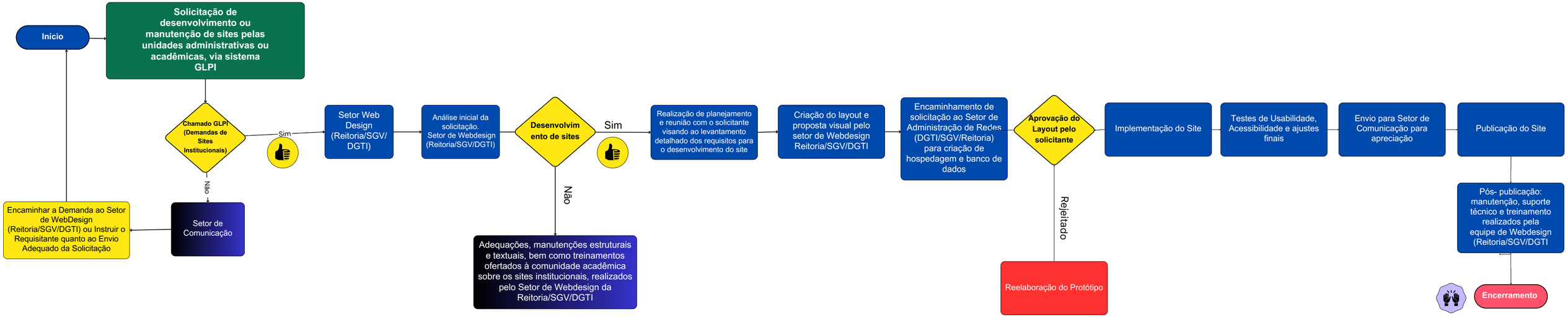Mapeamento de Processos relacionados à Gestão dos Sites Institucionais