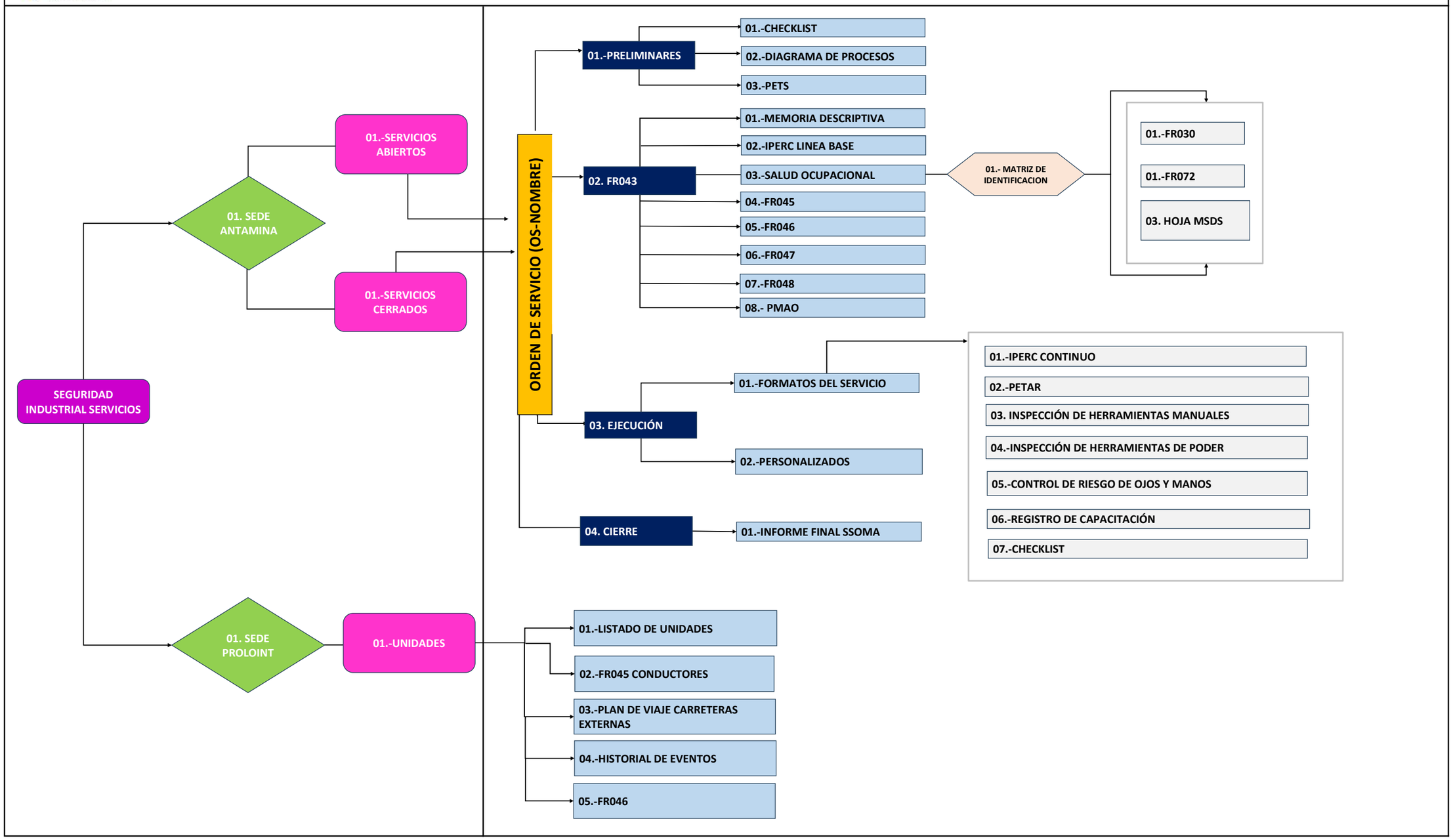FLUJOGRAMA DE SERVICIOS