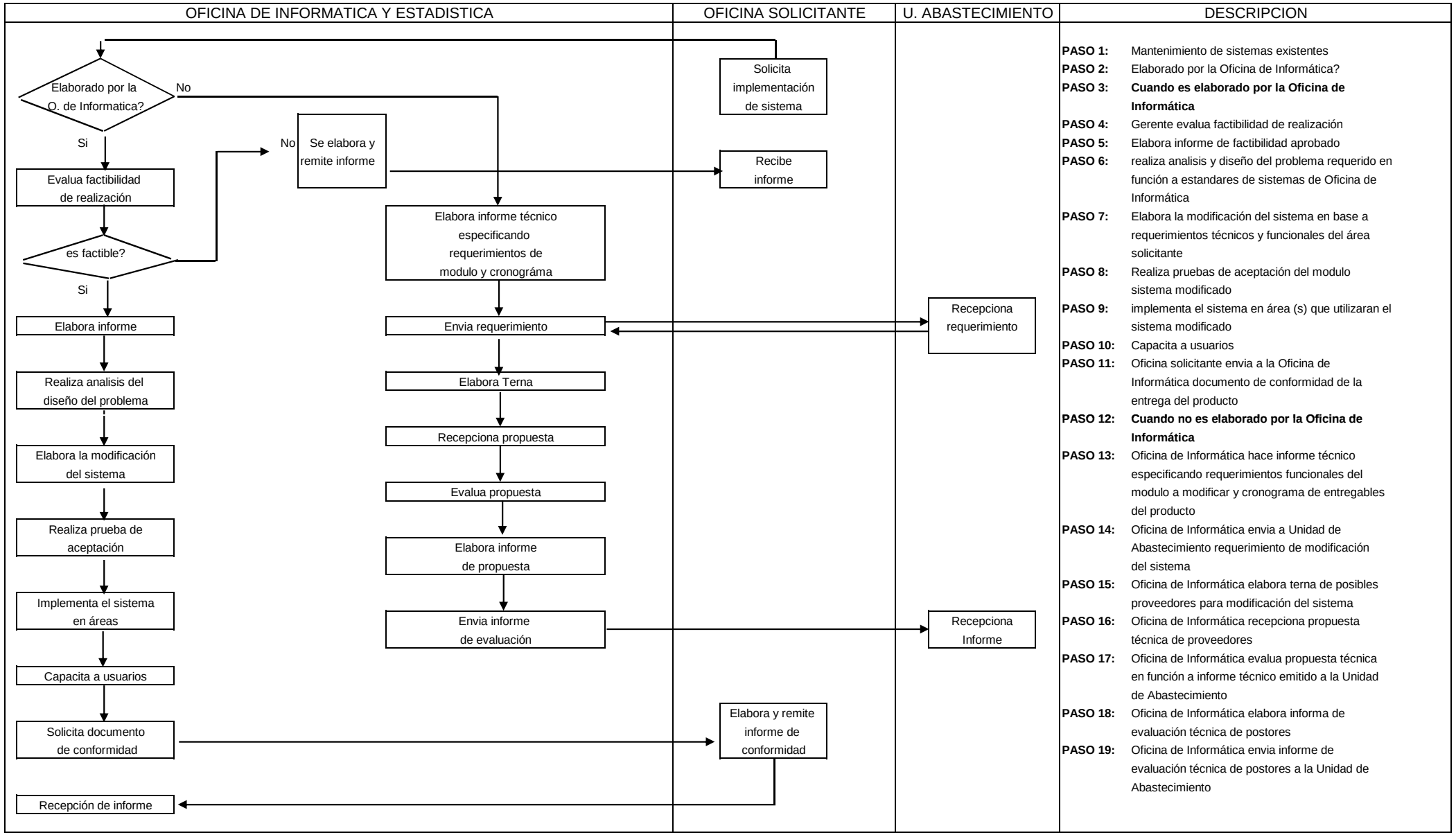DENOMINACION DEL PROCESO: MANTENIMIENTO DE SISTEMAS EXISTENTES