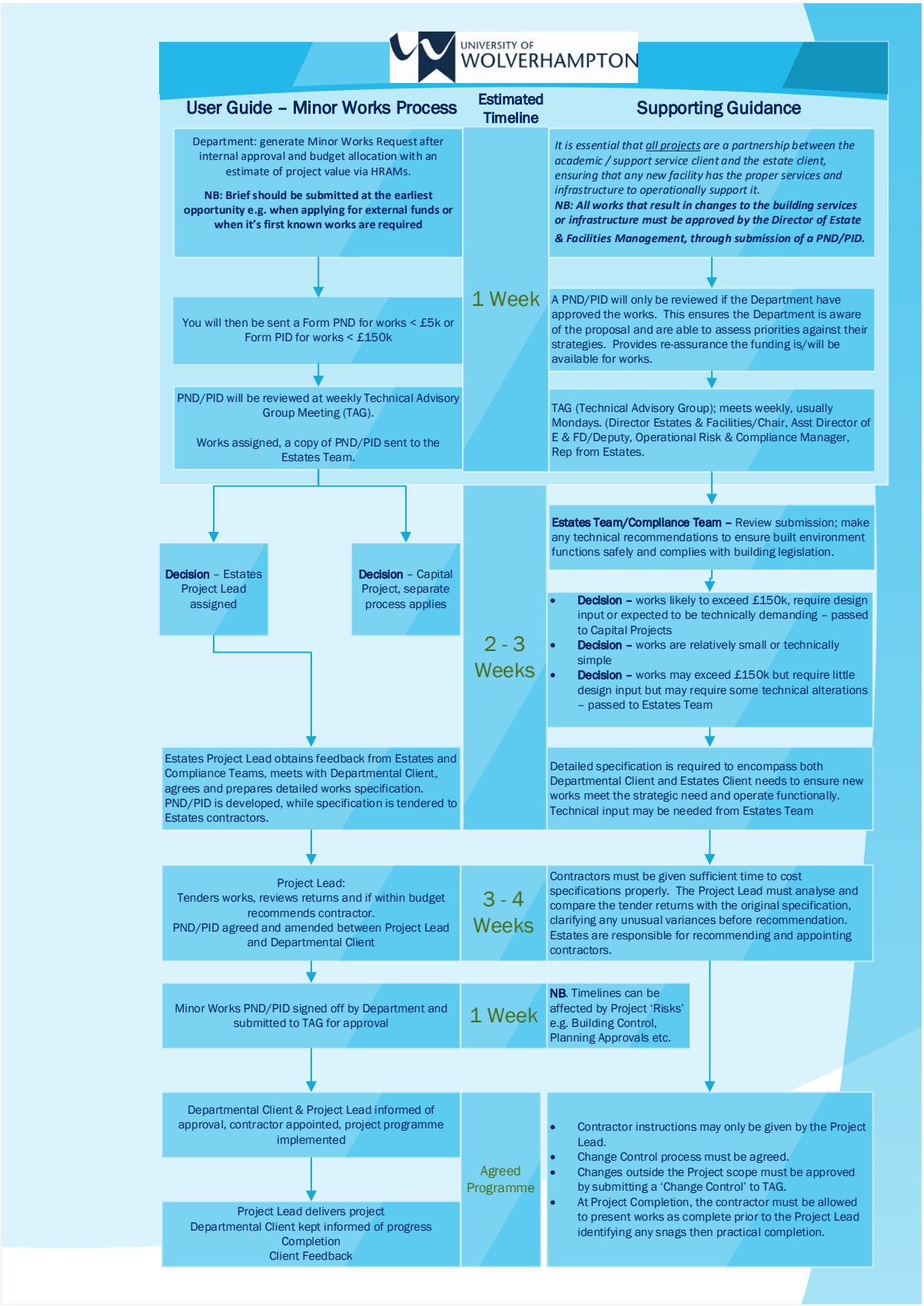4.1 Process Map