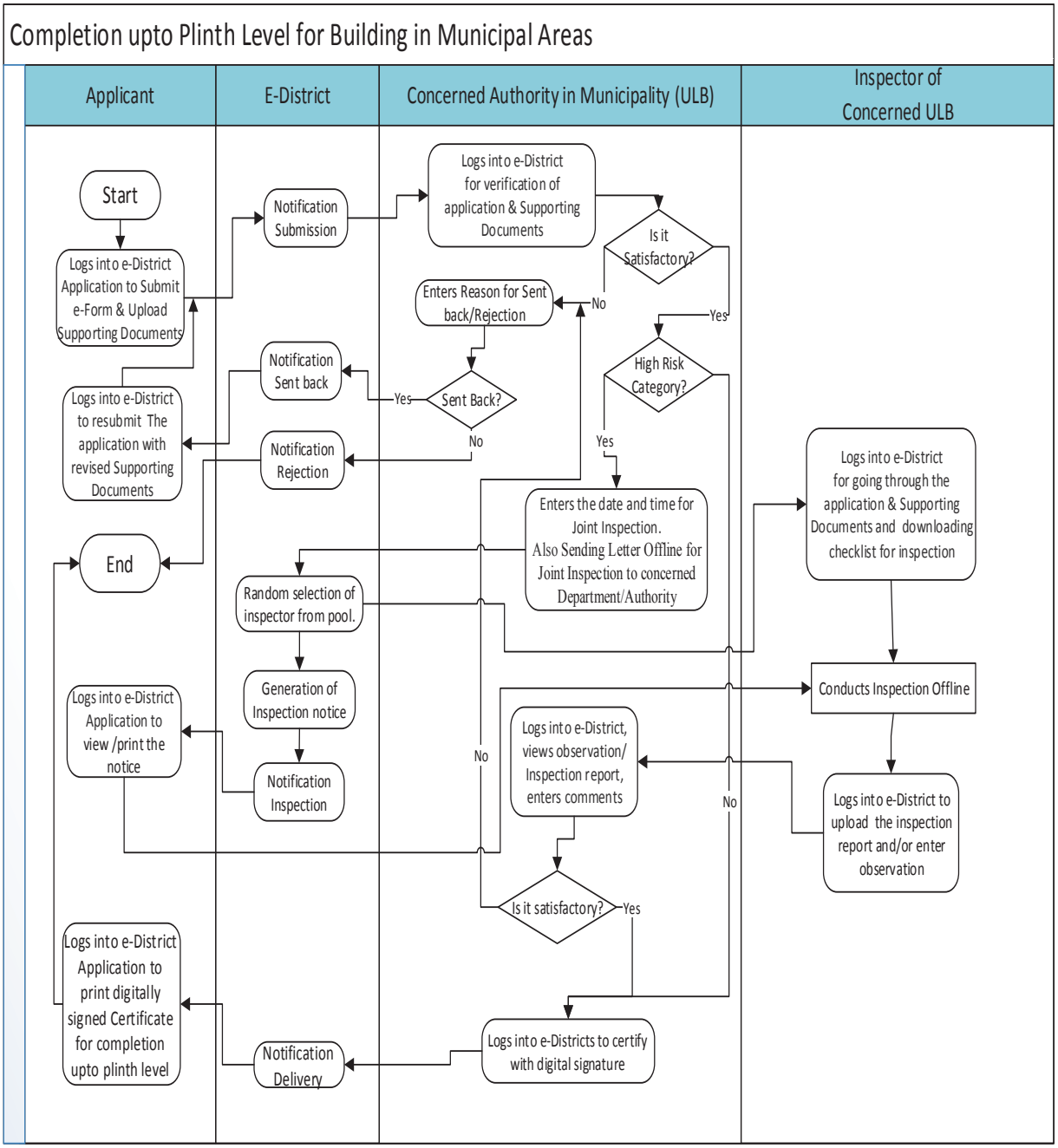9.1. Process Map