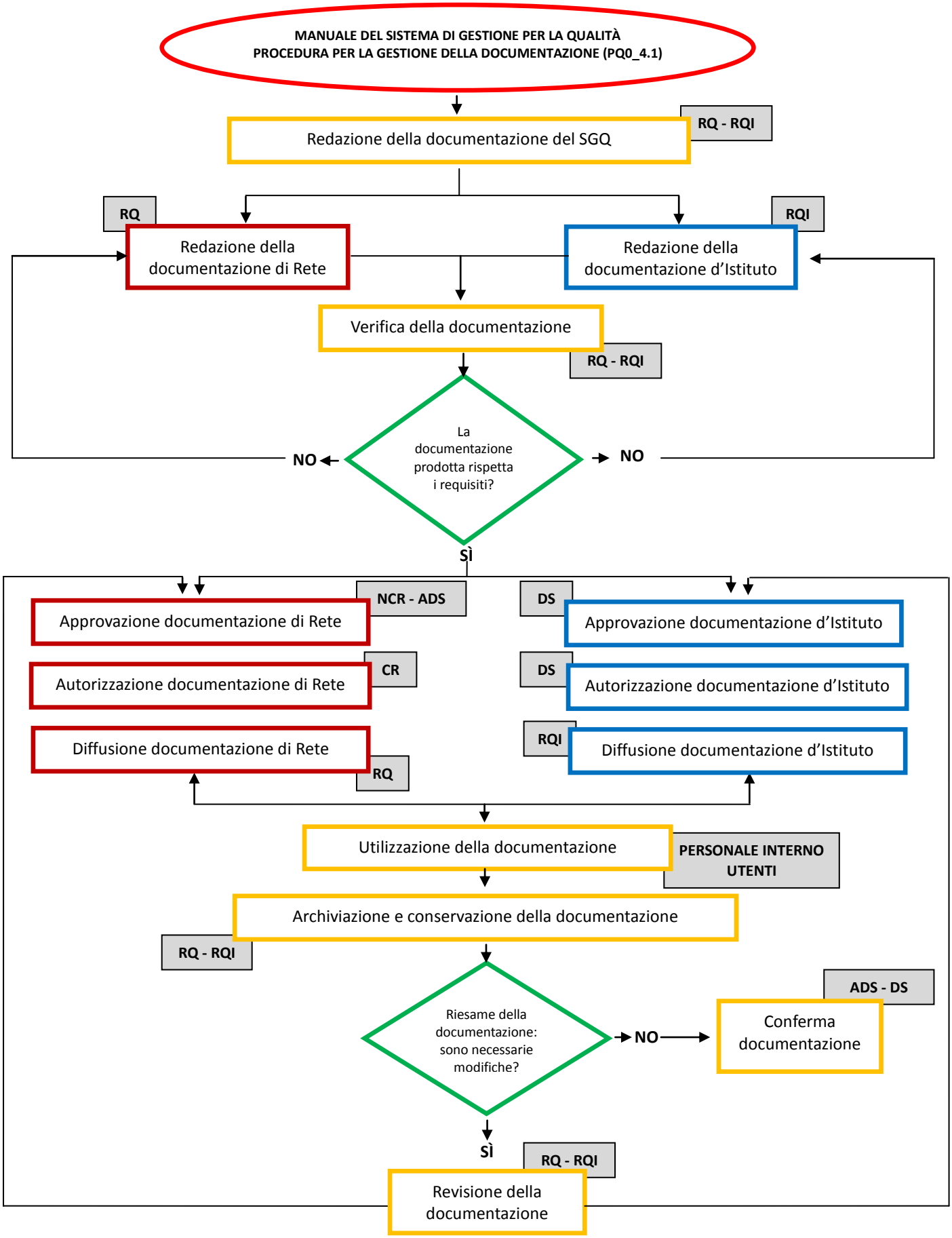PROCESSO PER LA GESTIONE DELLA DOCUMENTAZIONE