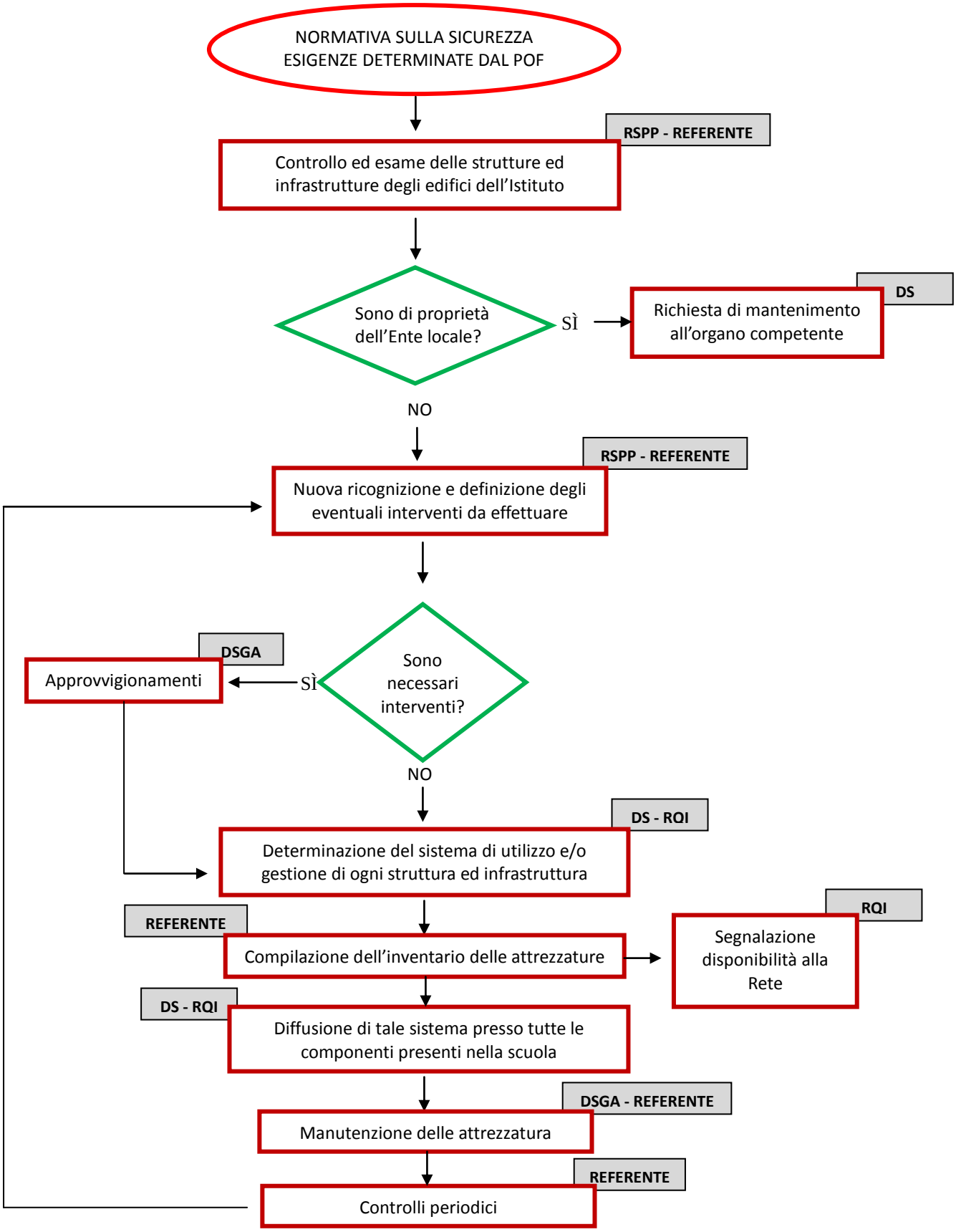PROCESSO DI GESTIONE DELLE INFRASTRUTTURE E DEGLI AMBIENTI DI LAVORO