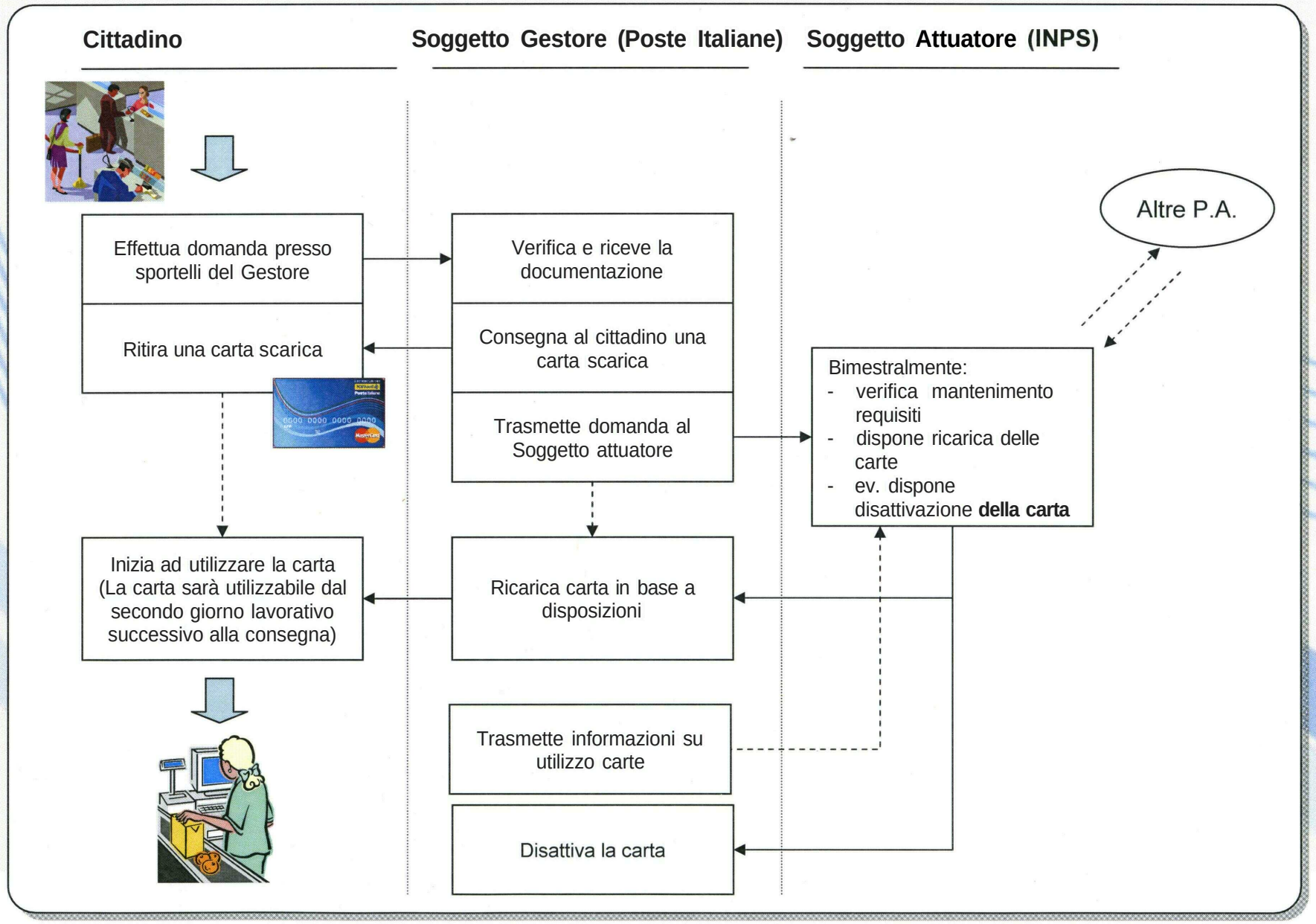ARCHITETTURA OPERATIVA