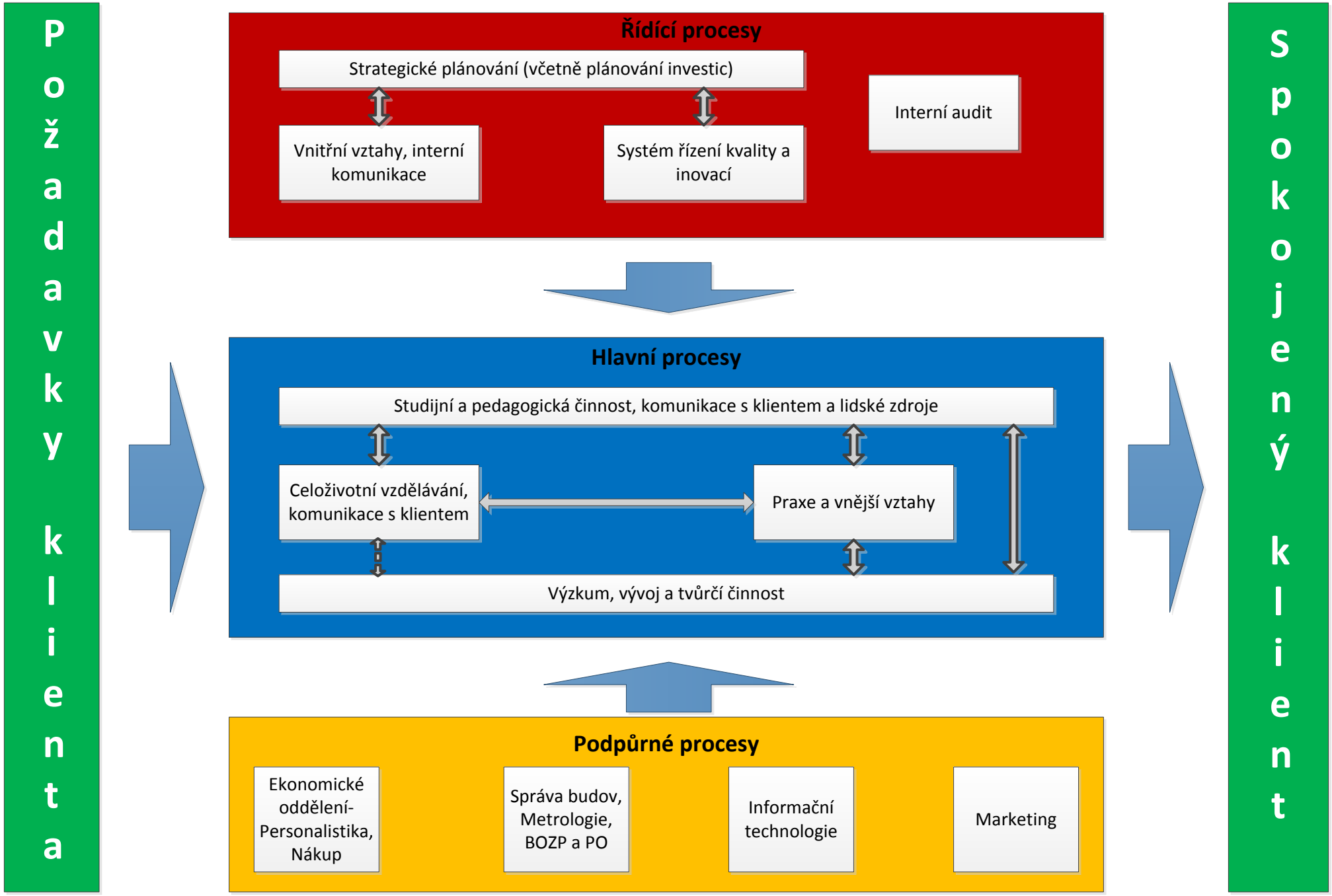Příloha č. 1: Mapa procesů