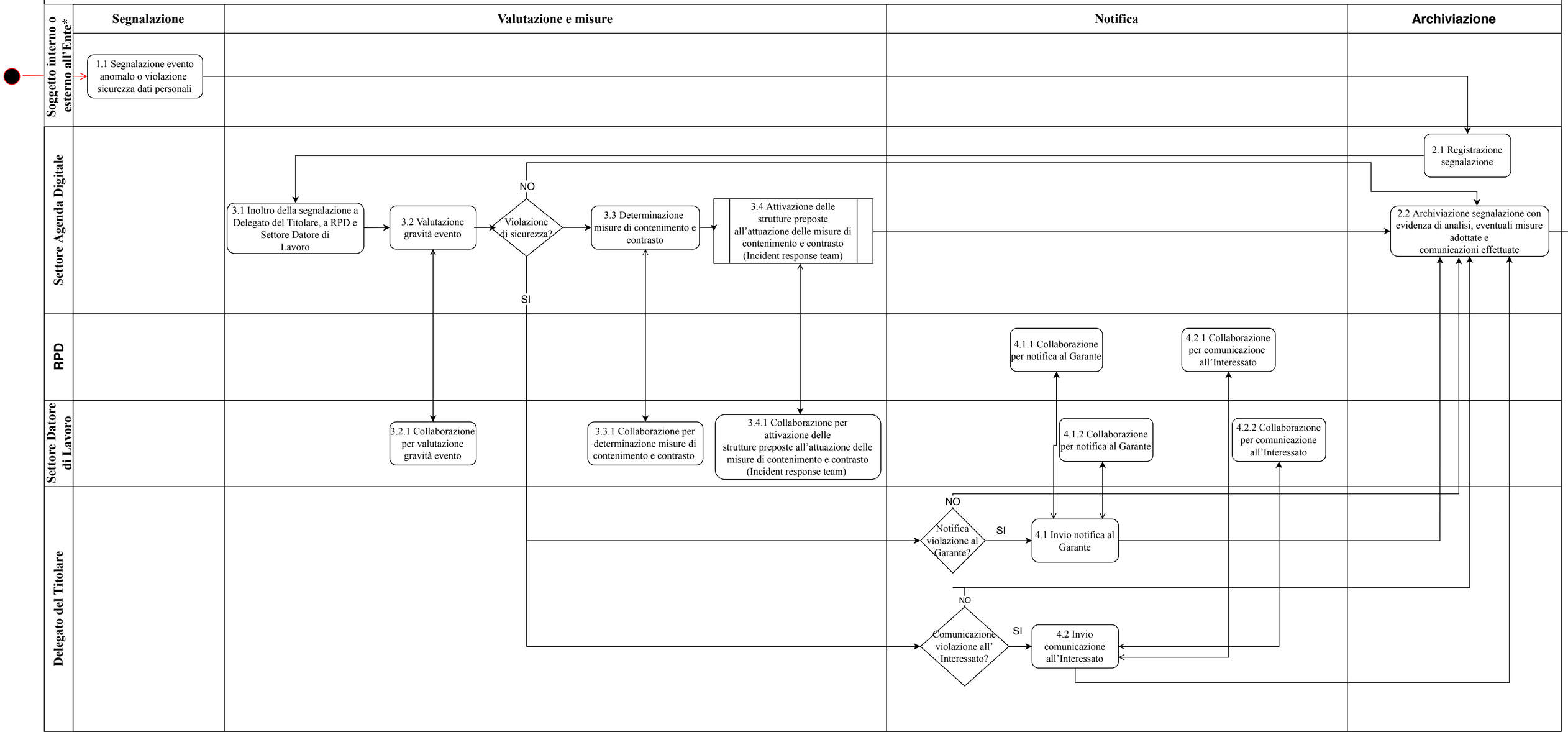PROCESSO DI GESTIONE DEGLI EVENTI ANOMALI / INCIDENTI