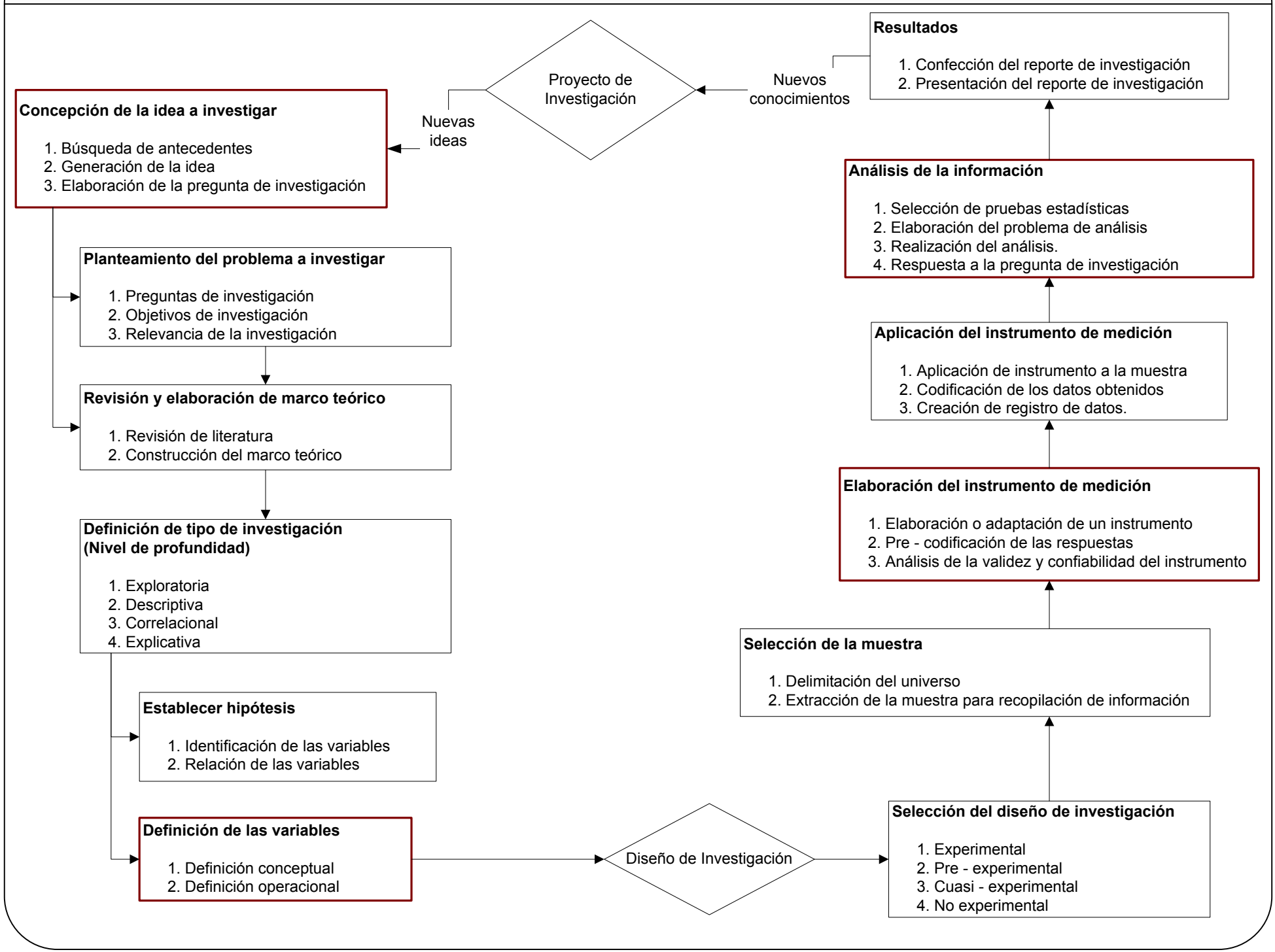Etapas del proceso de investigación