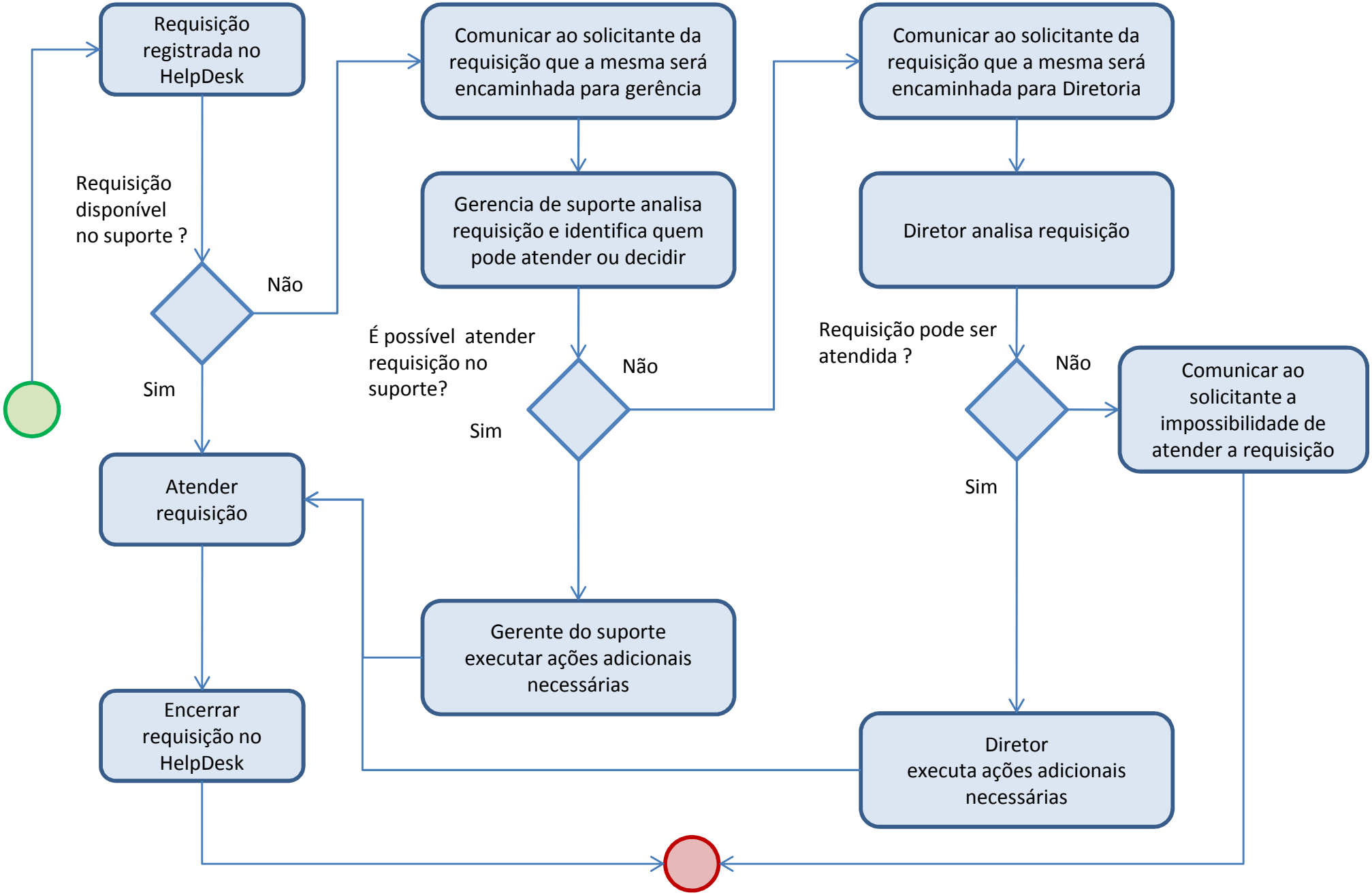Gerenciamento de Requisições de TIC