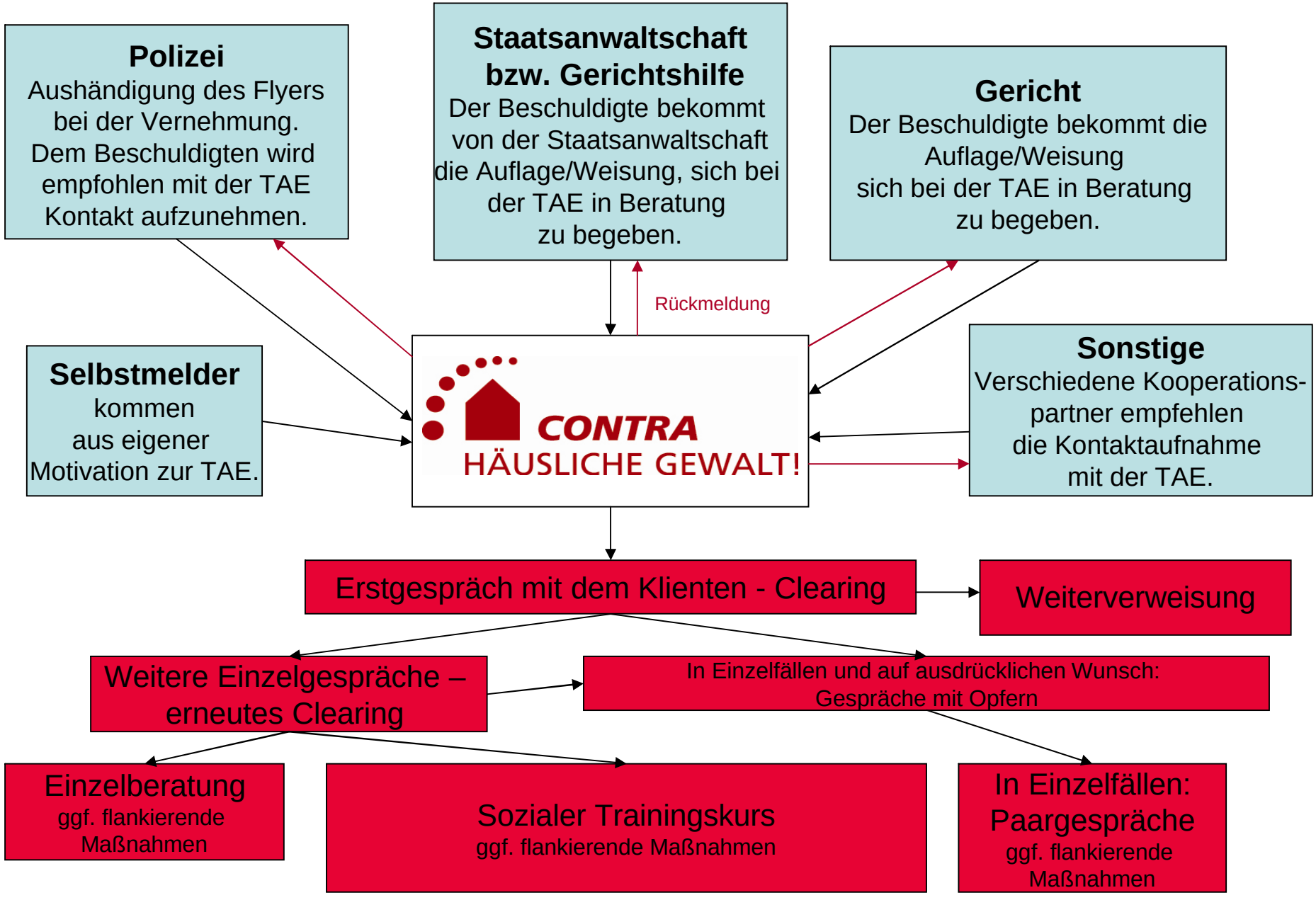Zugangswege und Handlungsablauf