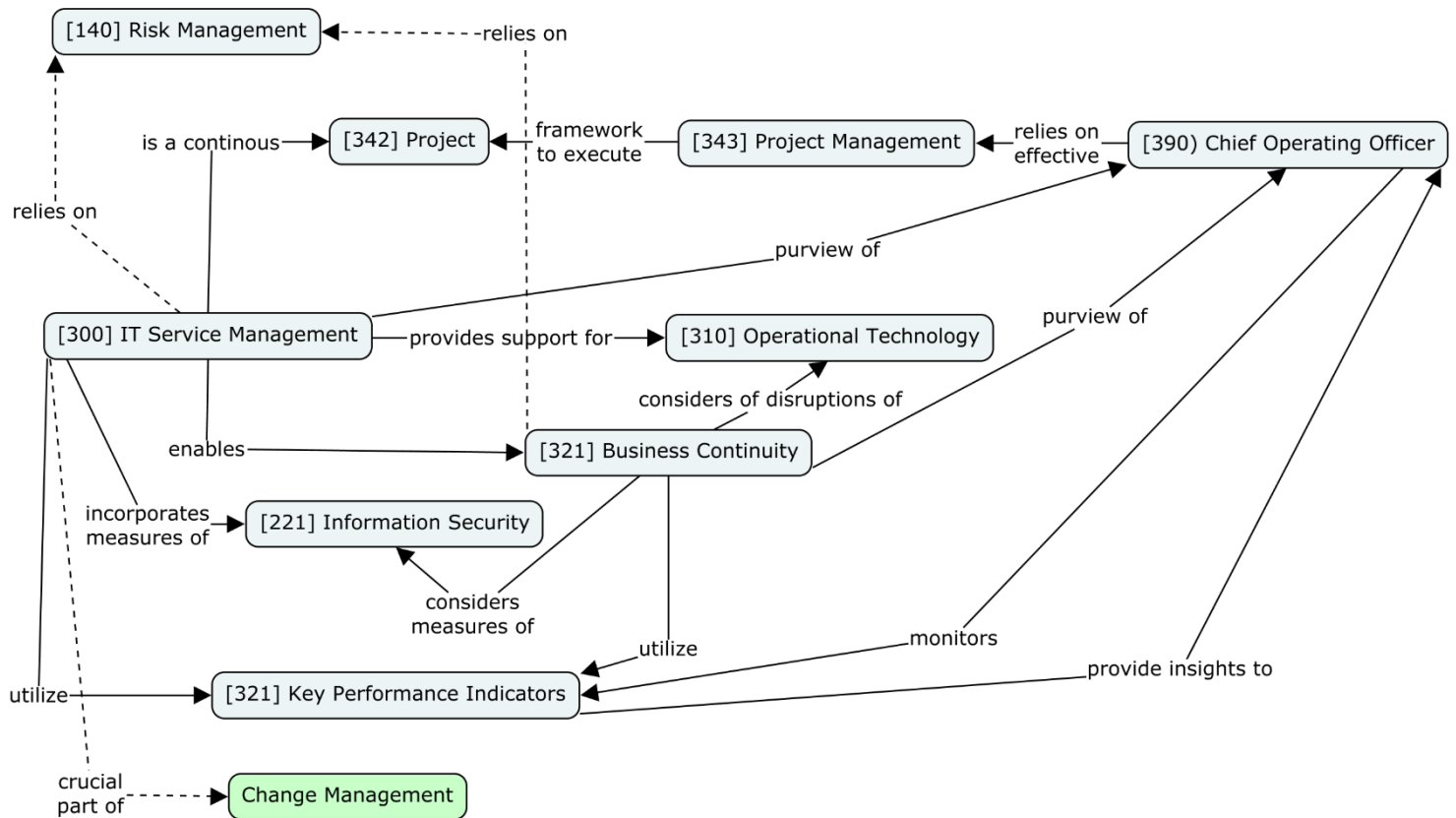David Weicken

ist1108539

This concept map visualizes how IT and operations intertwine. [343] Project management coordinates activities (e.g., deploying [310] Operational Technology systems) and implementing [300] IT Service Management frameworks. ITSM minimizes disruptions and provides a framework for IT services. Both ITSM and [321] Business Continuity benefit from project management and are measured by [301] Key Performance Indicators. The [390] Chief Operating Officer, overseeing efficiency, leverages these practices and KPIs for informed decisions, ensuring smooth operations. Effective project management, ITSM, and Business Continuity empower the COO to deliver IT services and navigate disruptions.