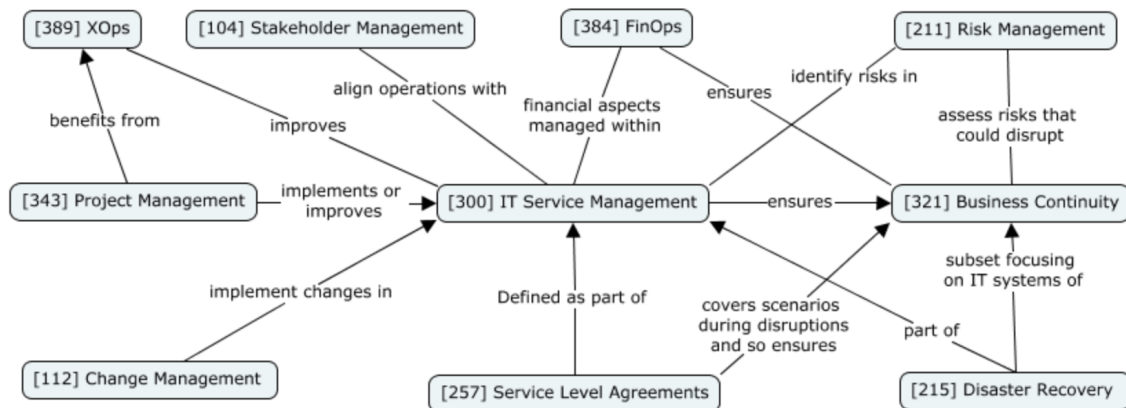


Lucas Veiga - 111631



This concept map integrates essential IT operations and project management concepts to illustrate their interdependence. [300] IT Service Management is foundational, ensuring IT services align with business needs, supported by [257] Service Level Agreements. [321] Business Continuity hinges on robust ITSM and [215] Disaster Recovery planning, vital during disruptions. [343] Project Management facilitates the implementation and improvement of ITSM and BC strategies. Cross-disciplinary operations, [389] XOps and [384] FinOps, enhance service management and cost efficiency. [104] Stakeholder Management, [211] Risk Management, and [112] Change Management are crucial across all areas, ensuring risks are mitigated, changes are smoothly integrated, and stakeholders are engaged.