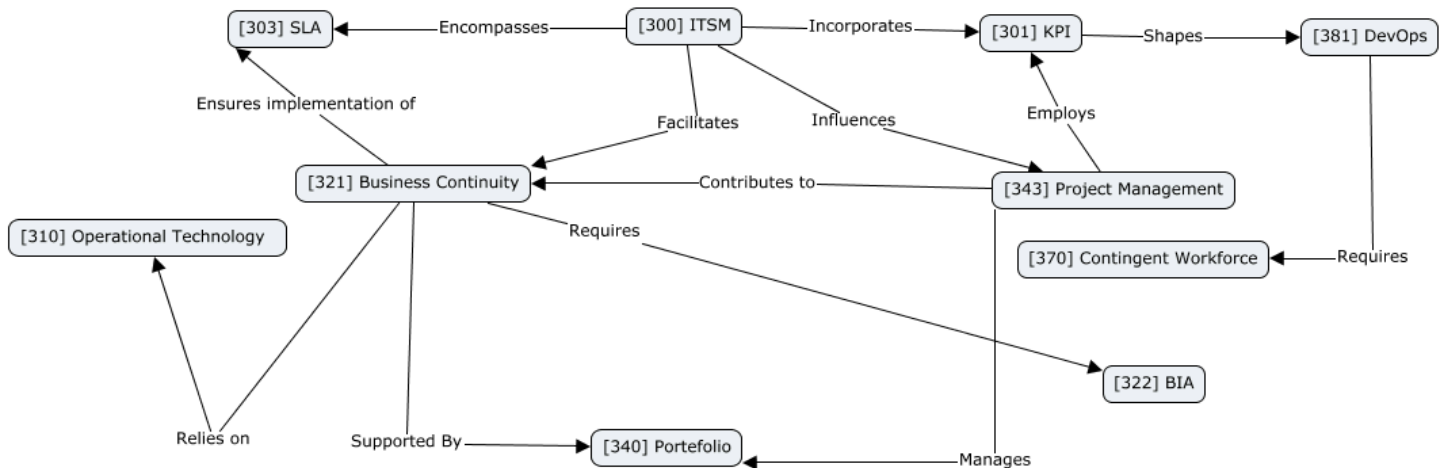# 95620 - Lucas Fortunato Das Neves

Cmap

Textual Description

ISTM establishes a set of practices or processes to effectively deliver, manage, and control the IT services it offers to its users, encompassing a **Service Level Agreement.** It will incorporate **KPI**s to evaluate the quality of its set of processes, which will facilitate **Business Continuity** and influence **Project Management.** Depending on the performance measures - ensured by **Project Management** - to be tracked, the collaboration defined by **DevOps** will be shaped: it might require a **Contingent Workforce** or not. **Project Management** contributes to **Business Continuity** by managing the **Portfolio** regardless of the situation. **Business Continuity** allows the organization to implement the **SLA** even in adverse conditions, making use of **BIA** and **Operational Technology.**