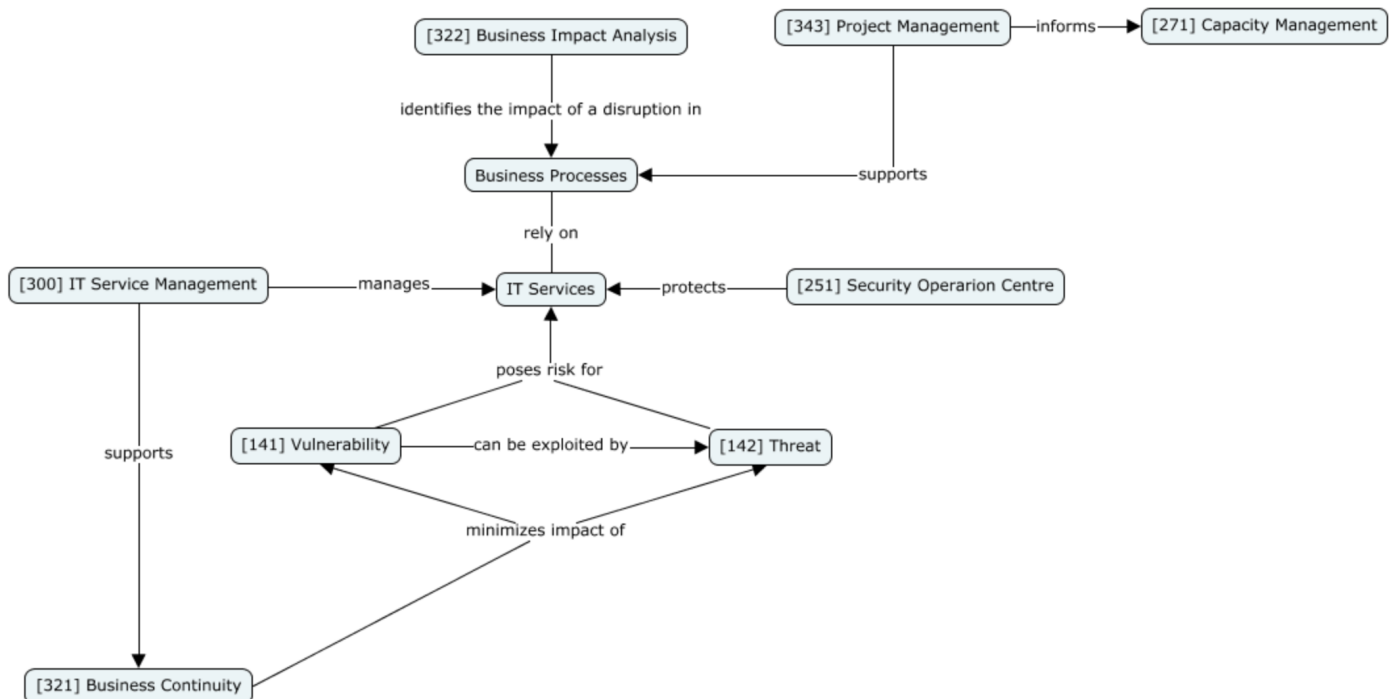


96729 – Beatriz Urbano



This CMAP highlights how the concepts contribute to business resilience. **Business processes** (set of tasks that are executed in a specific sequence to achieve a predetermined business objective), reliant on **IT services** managed by **[300] ITSM**, are vulnerable to disruptions caused by **[142] threats** exploiting **[141] vulnerabilities**. Their impact on **IT Services** can be minimized with effective **[321] business continuity** planning which is also supported by **[300] ITSM**. **[322] BIA** identifies the impact on critical business processes caused by **[141] vulnerabilities** and **[142] threats**. The **[251] SOC** proactively protects **IT services** while **[343] project management** informs **[271] capacity management** to ensure **IT services** have sufficient resources for business needs.