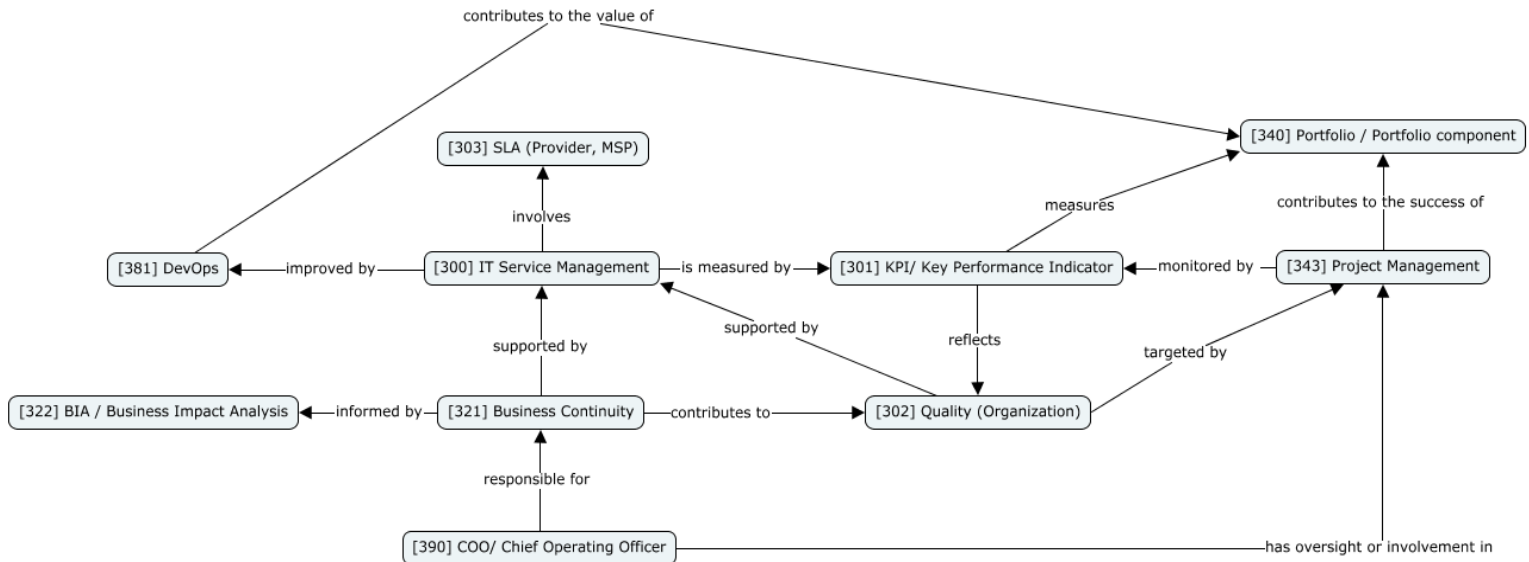


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This concept map highlights the interconnectedness of IT operations and projects. **[300]IT Service Management**, measured by **[301]KPIs** and involving **[303]SLAs**, is improved by **[381]DevOps**, which in turn contributes to the value of the **[340]Portfolio**. **[321]Business continuity**, supported by **[300]IT Service Management** and informed by **[322]BIA**, contributes to **[302]Quality(Organization)**. This **[302]Quality** is supported by **[300]IT Service Management** and targeted by **[343]Project Management**. **[301]KPIs**, which reflect **[302]Quality(Organization)**, measure **[340]Portfolio** performance and monitor **[343]Project Management**. The **[390]COO**, responsible for **[321]Business Continuity**, has oversight or involvement in **[343]Project Management**, demonstrating the integration of IT operations and projects at the leadership level.