

Essay 3

Security and Management of Information Systems
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1 Conceptual Map

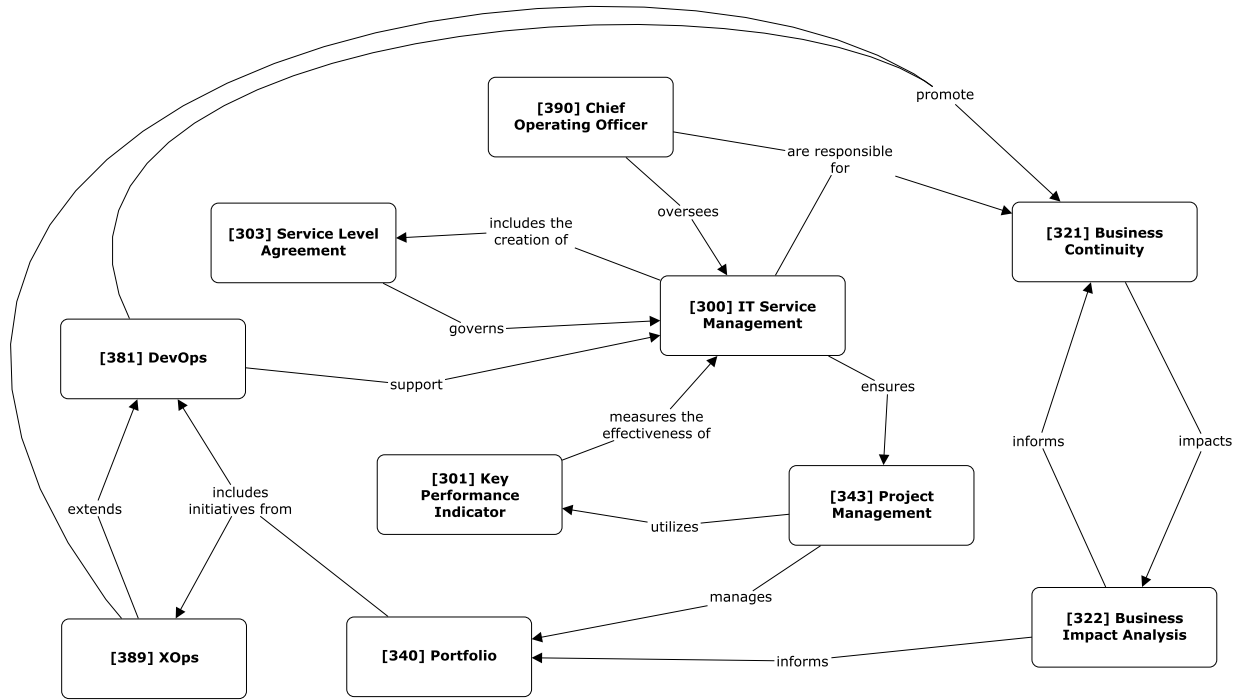


Figure 1: Conceptual Map

2 Description

[300] ITSM encompasses tasks such as crafting [303] SLAs, while being supported by [381] DevOps practices. [301] KPIs serve as metrics for assessing [300] ITSM effectiveness, which holds responsibility for ensuring [321] Business Continuity, together with the [390] COO. The [340] Portfolio encompasses initiatives from [381] DevOps and its extension XOps, promoting [321] Business Continuity. [343] Project Management oversees the [340] Portfolio, while [300] ITSM ensures its execution. [321] Business Continuity impacts both [322] Business Impact Analysis, whereas [303] SLAs govern [300] ITSM practices. [322] Business Impact Analysis informs [340] Portfolio decisions and [321] Business Continuity strategies. Finally, the [390] COO oversees [300] ITSM.