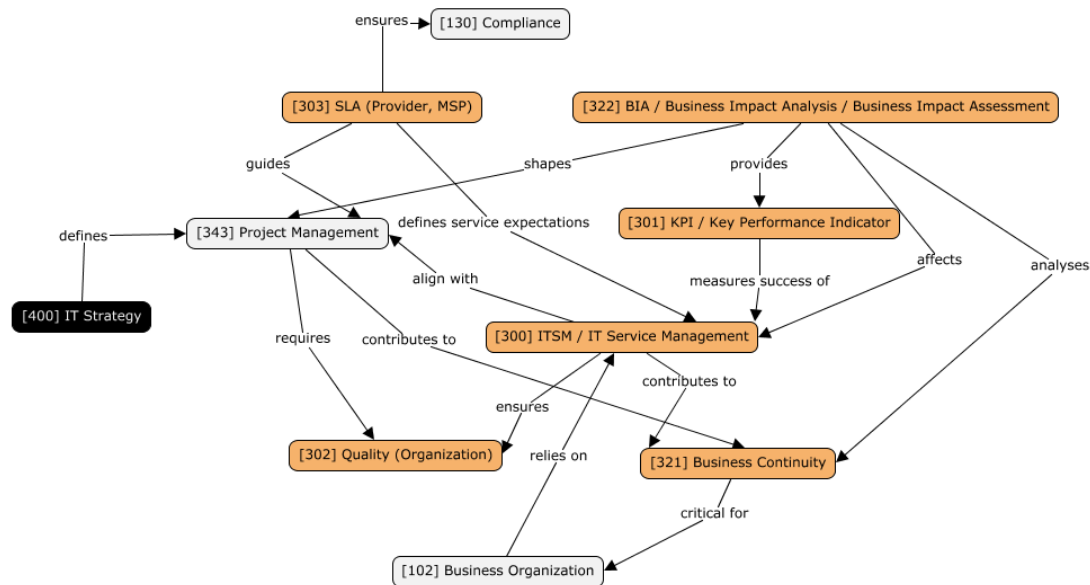


Rafael Rodrigues 99312
Mateus Pinho 99282



Companies [400] IT Strategy define their projects which, making them able to continue the businesses even during disruptions requiring [302] quality. The [300] IT Service management must ensure this by establishing the service management system that also contributes to [321] Business Continuity. [322] BIA tests the continuity and the results shape [342] Project Management while KPI measures ITSM. To guarantee services adhere to specific standards and thus [130] Compliance, SLA contracts are established between providers and customers, defining the expectations for ITSM and letting the cycle follow. This way, IT Service Management, aligned with Project Management will be reliable for the [102] Business Organization.