93552, Joana Delgado

[300] IT Service Management establishes a framework for efficient IT service handling, enhancing **[302] quality** and measuring **[301] KPIs**, crucial for **[310] Operational Technology**. It supports **[343] Project Management**, vital for **[321] Business Continuity**, contributing to a project **[340] Portfolio. [321] Business Continuity** includes **[341] programmes** within this **[340] Portfolio**. **[321] Business Continuity** is supported by **[310] Operational Technology**, ensuring service **[320] continuity.** Also **[321] Business Continuity** ensures **[303] SLA**, which operationalizes service expectations within **[300] IT Service Management.**