



IT service management involves project management and is responsible for setting protocols and procedures to follow the compliance policies set by industry and international standards to avoid risk and guarantee availability and reliability essential to business continuity. Project management is the coordination of efforts in order to accomplish an agreed on objective, while also implementing business continuity, both directly and helping with accessory tasks like DevOps, it is used to plan, implement and upgrade services while incorporating risk management to ensure the success of its tasks. Business continuity is the ability to continue delivering products and services even during a disruption, it is implemented by other areas of an organization and vital for the business continuation.