IST 1**110853**

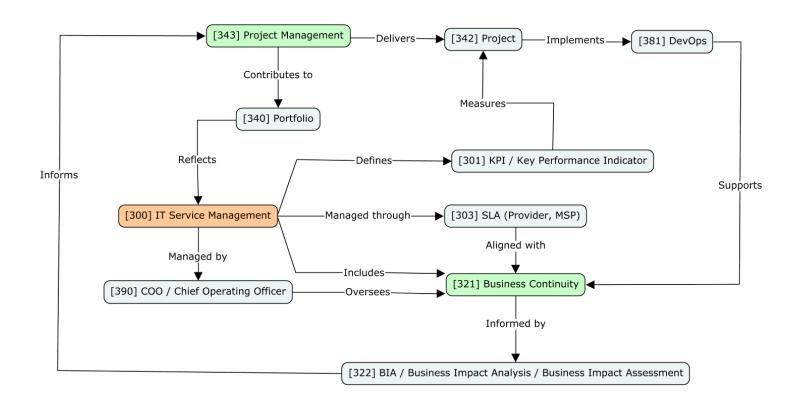**Tomás** Martinho de Almeida **Lopes**

Figure 1 – IT Operations and Projects Conceptual Map. [**ESSAY 3**]

IT Service Management [300] defines Key Performance Indicators [301] used to measure project [342] success. The Chief Operating Officer [390] manages IT service delivery through Service Level Agreements [303] that are aligned with Business Continuity [321]. Business Continuity [321] is informed by a Business Impact Analysis [322] to identify critical activities and their recovery needs. Project Management [343] is informed by BIA [322] and contributes to the IT service portfolio [340] by delivering projects [342] that implement DevOps [381] practices. The Portfolio [340] reflects the IT Service Management [300]. DevOps [381] supports Business Continuity [321] by enabling faster recovery from IT outages. IT Service Management [300] includes and COO [390] oversees Business Continuity [321].