



The functions of [300] ITSM include ensuring [302] quality and [321] business continuity. It relies on [343] project management practices and incorporates [140] risk management to achieve these goals.

[199] CIOs oversee [300] ITSM.

[301] KPIs measure the success of [343] project management [302] quality and the overall results achieved through [300] ITSM.

[132] Audits evaluate [321] business continuity preparedness, which is influenced by effective [300] ITSM.