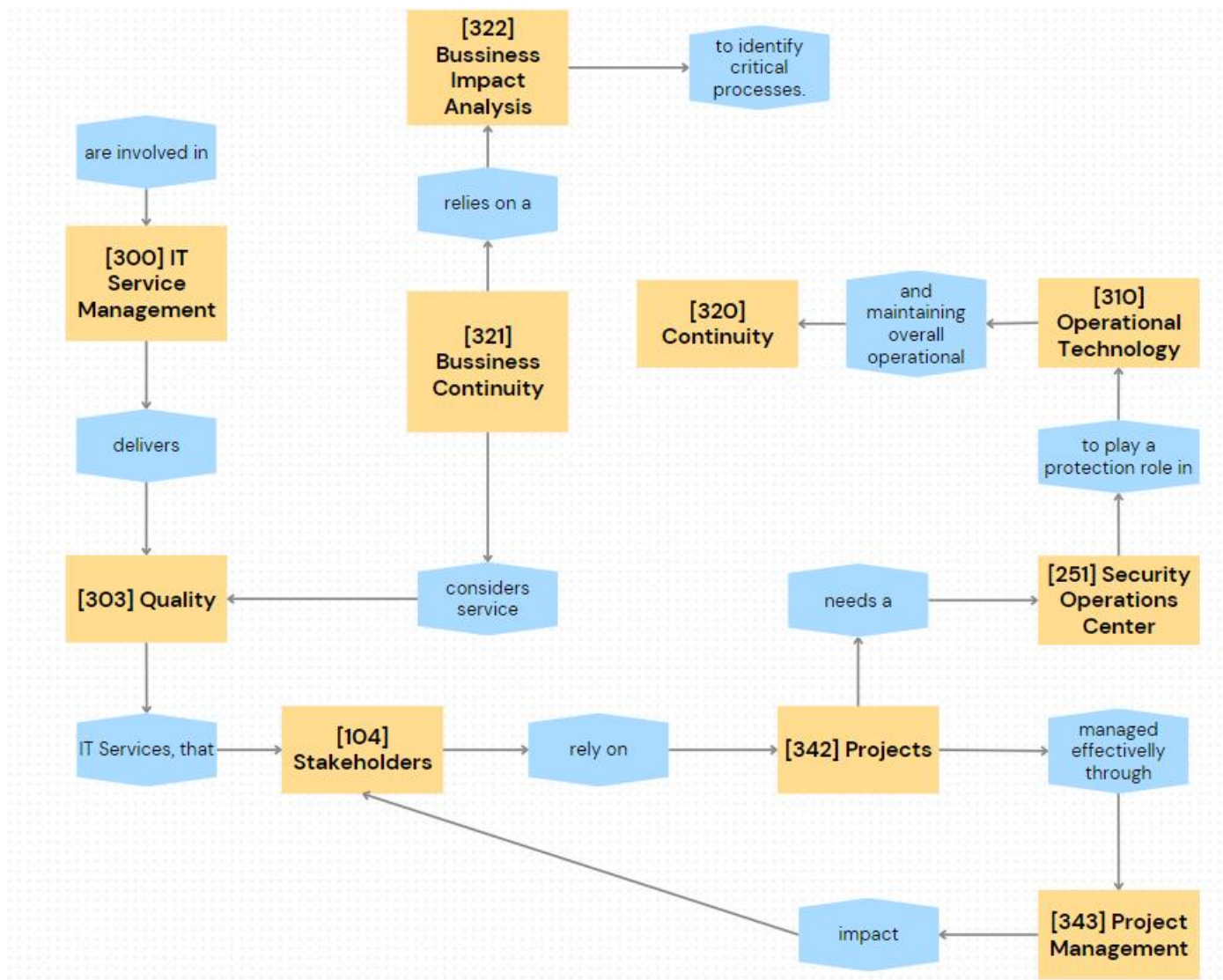**Name:** *Pedro Dias Rodrigues*

IST Number: *99300*

Essay 3

Conceptual Map:

Description of Cmap:

This conceptual map illustrates the interconnectedness of IT service management, project management, and business continuity. IT service management ([300]) delivers quality IT services ([303] Quality) that stakeholders ([104]) rely on. Projects ([342]) managed effectively through project management ([343]) may impact stakeholders. Business continuity planning ([321]) considers service quality and relies on a Business Impact Analysis (BIA) ([322]) to identify critical processes. Security Operations Centers (SOCs) ([251]) play a role in protecting Operational Technology (OT) ([310]) and maintaining overall operational continuity ([320]).