



In modern organizations, IT Service Management (ITSM) aligns IT services with business needs, using Key Performance Indicators (KPIs) and integrating DevSecOps and FinOps. Business Continuity, critical for operations during disruptions, relies on Business Impact Analysis (BIA) to develop recovery strategies. Project Management steers projects towards organizational goals, focusing on quality and efficiency. The COO oversees these elements to ensure organizational resilience and strategic objectives, promoting a deeper understanding of operational dynamics and strategic planning.