



The concept map centers on [300] ITSM / IT Service Management, managing key functions within the organization. [300] ITSM ensures [302] Quality across services, while implementing [301] KPIs. The [390] COO plays a critical oversight role, overseeing ITSM while being updated by [343] Project Management and [381] DevOps. [343] Project Management leverages [301] KPI's to measure and enhance performance, while also being secured by [382] SecOps. [303] SLA is strategically connected to [321] Business Continuity, ensuring that service agreements support organizational resilience. [381] DevOps plays a role in optimizing [310] OT, which is responsible for analyzing changes in [301] KPI's and strengthening [321] Business Continuity by detecting disruptions.