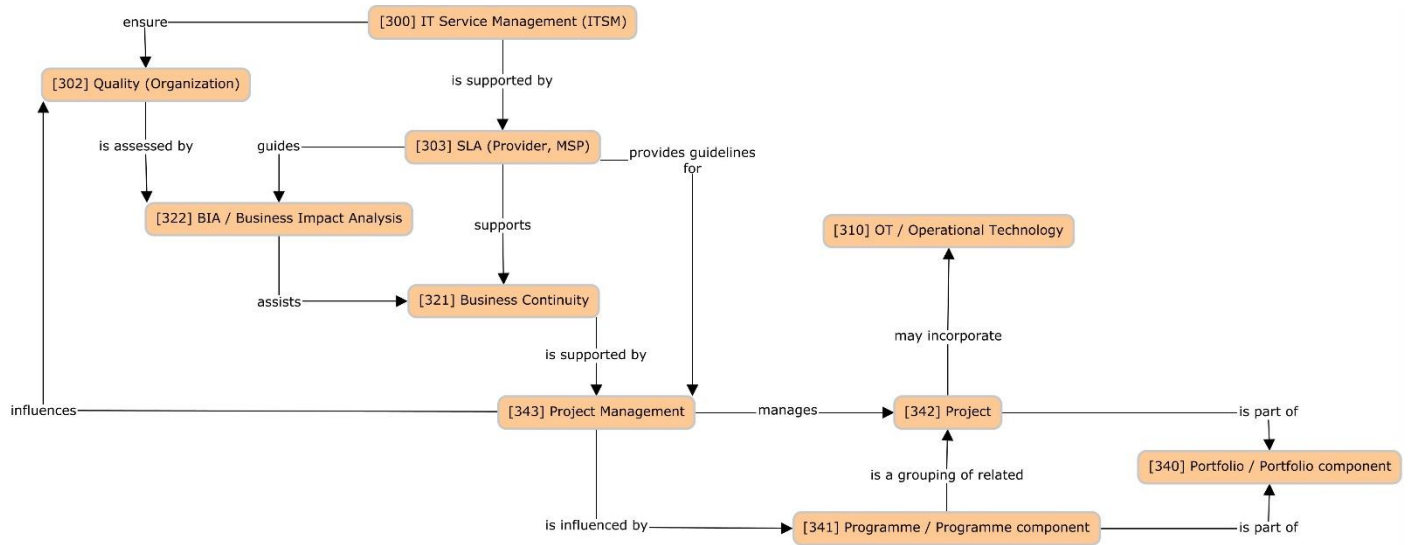


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ITSM is a set of best practices aimed at ensuring the Quality of IT operations and service delivery, which is supported by SLAs. SLAs provides guidelines for Project Management and guides the process of BIA which assists Business Continuity (and as such SLA supports Business Continuity) by evaluating disruption consequences. Project Management also supports Business Continuity since the Projects that they manage may contribute to the organization's ability to maintain essential functions in disruptive events and that influences the Quality of the projects. Additionally, Portfolio is a collection of Programmes and Projects grouped together to facilitate their management. The type of Programme in which the project, possibly incorporating OT, is grouped influences its management.