



[300] IT Service Management (ITSM) establishes a framework of practices and processes to ensure efficient service delivery, guided by [151] Management System Standards. Within ITSM, [321] Business Continuity and [343] Project Management play vital roles, encompassing [140] Risk Management practices to mitigate disruptions effectively.

[321] Business Continuity ensures the uninterrupted delivery of products and services during disruptions, while [343] Project Management coordinates activities to achieve objectives. Both are integral to ITSM, which relies on robust [250] Cybersecurity and [200] Governance of IT to maintain operational resilience and achieve organizational objectives.