



The [300] ITSM can be outsourced to a [260] provider. Its service delivery can be streamlined by leveraging [381] DevOps. The IT service effectiveness is measured through [301] KPIs. However, selecting the right [301] KPIs is crucial. [322] BIA aids this selection. The latter informs [321] Business continuity with its results. [321] Business continuity heavily leverages processes developed in [300] ITSM, which itself integrates recovery strategies identified by the former. [303] SLA set expectations for [300] ITSM, solutions for these expectations are implemented by the [343] Project Management. [384] FinOps helps ensure the financial sustainability of IT services managed by [300] ITSM and [343] PM. [389] XOps allows collaboration among [300] ITSM, [321] BC and, [343] PM.