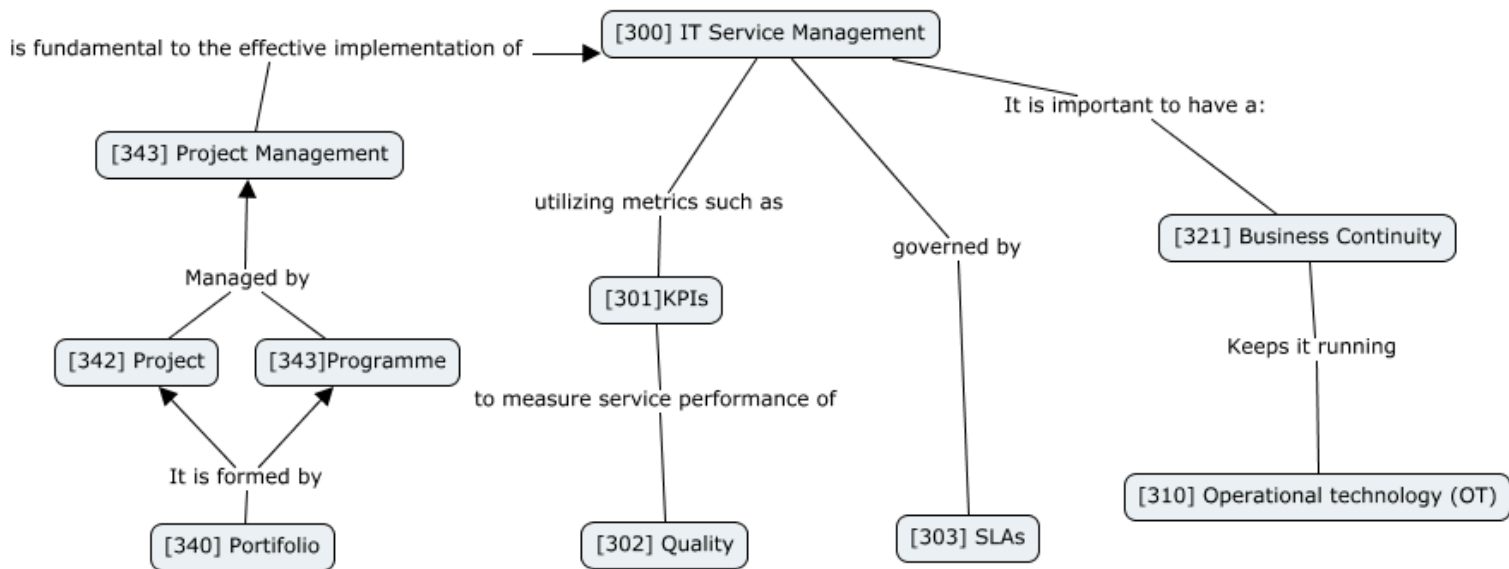


## Rafaela Araújo Popst 111423



**[300]IT Service Management** is crucial for ensuring the efficient delivery of IT services within the organization, utilizing metrics such as **[301] KPIs** to measure service performance and quality. These services are governed by **[303] SLAs** that establish clear expectations between the service provider and clients. In crisis situations, such as natural disasters or system failures, **[321] Business Continuity** becomes fundamental to maintaining organizational operations. The **[340] Portfolio** encompasses a strategic set of **[342] Projects** and **[343] Programs**, managed by **[343] Project Management**, which plays a significant role in implementing strategic initiatives of the company, ensuring projects are completed within scope, schedule, and budget. In crisis situations, such as natural disasters or system failures, **[321] Business Continuity** becomes crucial to maintain organizational operations with **[310] Operational technology (OT)**.