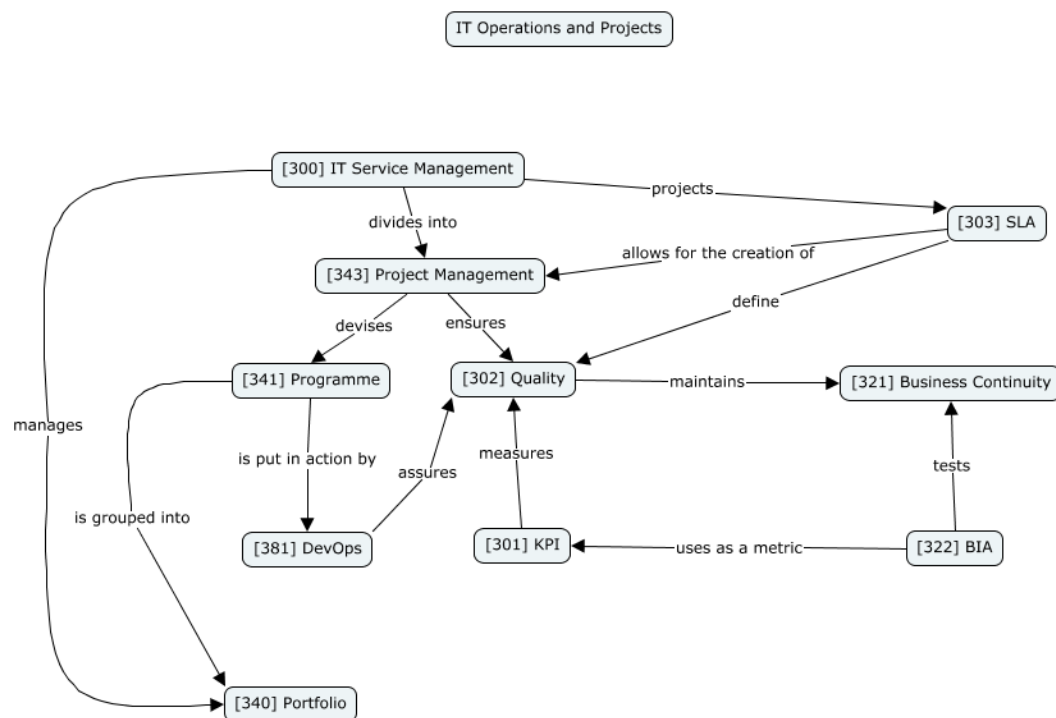


Name: Luís Henrique Ferreira dos Santos Pereira

Number: 95818



The concept map depicts how IT operations and projects are interrelated through [343]Project Management and [300]ITSM.

ITSM establishes [303]SLAs to define the expected [302]Quality of service. Project management uses these SLAs to devise a plan to deliver the project and meet quality standards.

In order to have a successful IT project delivery, a [341]Programme is created to manage each project, which are grouped into a [340]Portfolio. [381]DevOps teams put project plans into action, assuring quality standards are met.

IT operations play a crucial role in ensuring project success. [322]BIA tests assess an organization's ability to recover from disruptions, using [301]KPIs to measure project performance and quality, thus making [321]Business Continuity possible.