



**[300] IT Service Management** establishes the framework for managing the set of IT services that an organization provides. This can be seen at 3 different levels: **[342] Project** level, which is a temporary endeavor that aims to achieve a set of goals, at which **[343] Project Management** occurs; **[341] Programme** level, which groups related projects together to achieve a specific business outcome; **[340] Portfolio** level, which sets the overall strategic direction for IT services. **[300] IT Service Management** is supported by **IT Service Management Systems**, which support the tracking of **[301] KPIs** guided by a **[303] SLA**, negotiated between the organization and the **Customer**. It is the **[303] SLA** that provides targets for restoration efforts to ensure **[321] Business Continuity** in case of a disruption.