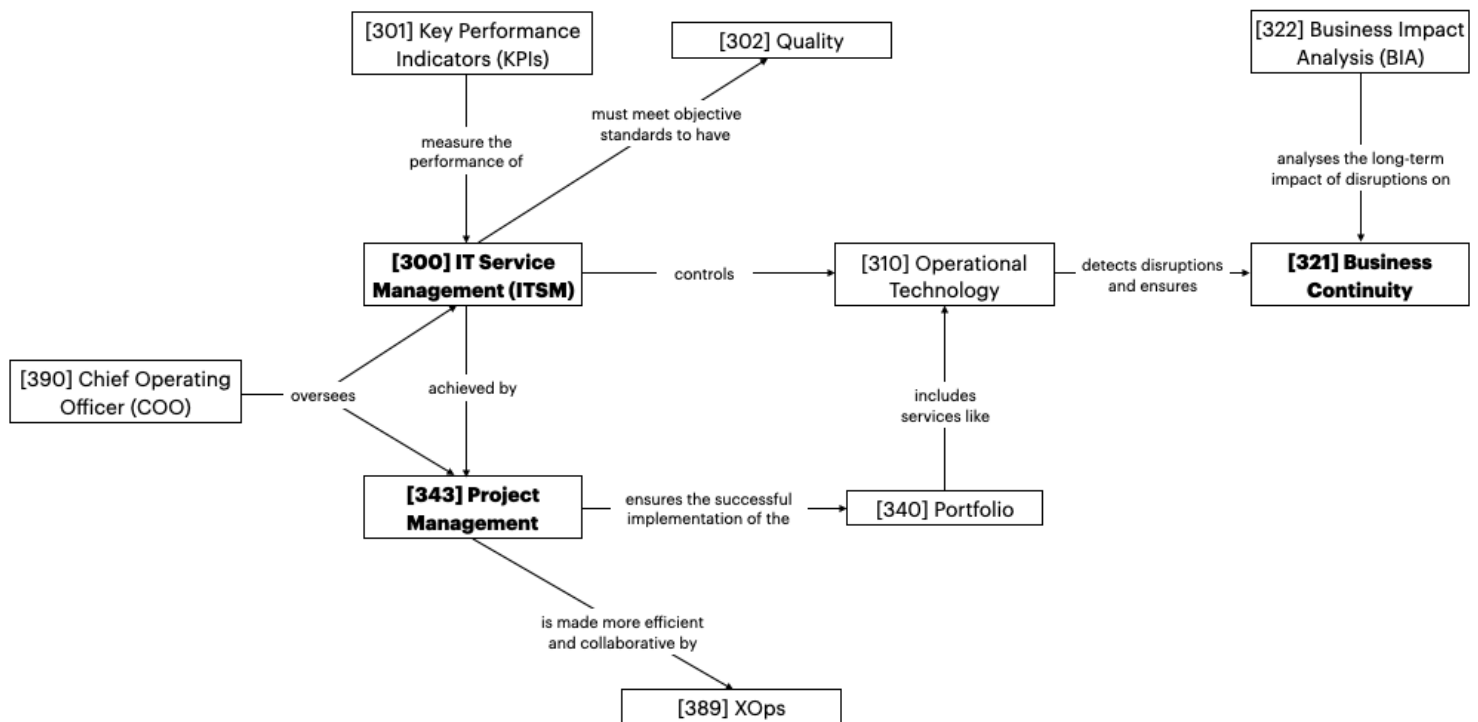# Essay 1 - IT Operations and Projects

[300] IT Service Management (ITSM) is achieved by [343] Project Management, which ensures the successful implementation of the [340] Portfolio and is made more efficient and collaborative by [389] XOps.

The [340] Portfolio includes services like [310] Operational Technology, which is controlled by [300] ITSM, and detects disruptions and ensures [321] Business Continuity. [322] Business Impact Analysis analysis the long-term impact of disruptions on [321] Business Continuity.

Furthermore, there are [301] Key Performance Indicators (KPIs) that measure the performance of [300] ITSM, which must meet certain objective standards in order to have [302] Quality,

Finally, the [390] Chief Operating Officer (COO) oversees all operations, like [300] ITSM and [343] Project Management.