



[300] IT Service Management is the central part of the map. It ensures [321] Business Continuity of the organization, and its effectiveness is measured by [301] Key Performance Indicator, which in turn ensures [302] Quality standards that are outlined in [303] SLA which ensures standards of the [342] Project and it's adherence is ensured by [300] IT Service Management.

[343] Project Management incorporates measures of [302] Quality and plans, executes, and controls all the [342] Projects that are in the [340] Portfolio. These projects can involve solutions of [310] Operational Technology.

[321] Business Continuity is maintained by [310] Operational Technology and the [390] Chief Operating Officer oversees it.