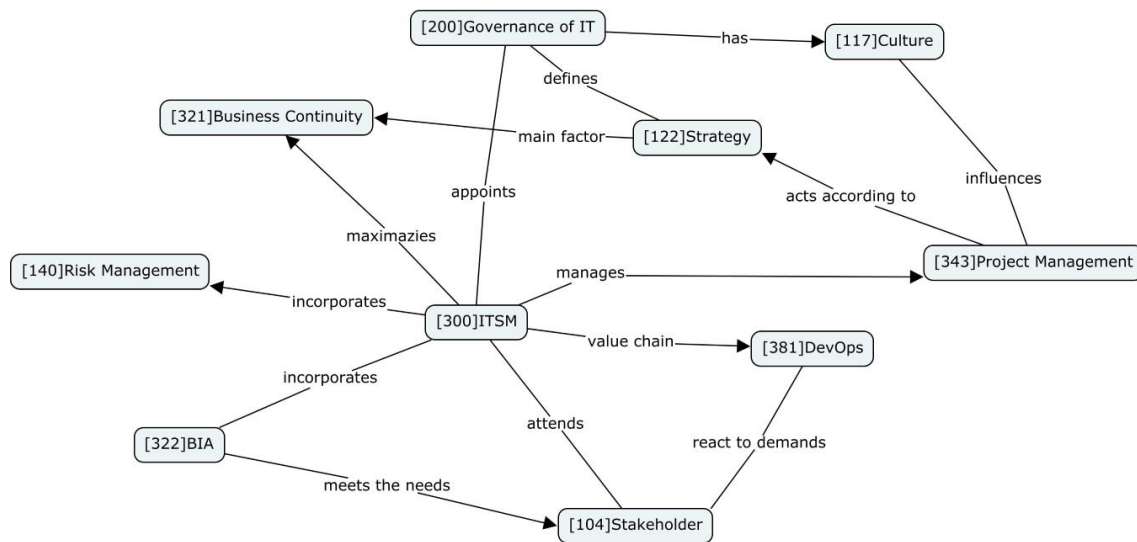


Diogo Costa, 96182.



[300] ITSM incorporates [140] Risk management and [322]Business Impact Analysis, which meets the needs of the [104]stakeholder, while [300]ITSM defines a value chain, with [381]DevOps for example, which reacts to the [104]stakeholder demands. [300]ITSM also manages the [343]Project Management, influenced by the [117]Culture of the [200]Governance of IT that defines a [122]Strategy with its main factor being the [321]Business Continuity.