



The map highlights the importance of having a comprehensive [300] IT Service Management strategy that aligns with business objectives and ensures the [320] Continuity of critical services. The map also emphasises the need for effective [343] Project Management to ensure successful delivery of projects that support business objectives. Additionally, the map shows the significance of other concepts such as [301] KPI, [302] Quality, [303] SLA, [340] Portfolio, [341] Programme, [381] DevOps, [322] BIA, in supporting and enhancing [300] IT Service Management, [321] Business Continuity, and [343] Project Management. The map suggests that a holistic approach that considers all these concepts is essential for the successful operation of an organization.