



IT Strategy, which is the comprehensive blueprint outlining how an organization plans to use IT, is modeled by Enterprise Architecture and defines the behavior of IT Service Management, the set of practices, or processes, constituting a service management system. Digital Transformation is supported by Enterprise Architecture and carried out by IT service Management. ITSM manages Operational Technology and needs to assure Business continuity, the capability of an organization to continue the delivery of products and services within acceptable time frames, and it also makes decisions based on KPIs collected by OT. KPIs are a measure of Quality. Project Management, part of ITSM, manages Projects that have OT applied in them.