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[300] ITSM supports [321] Business Continuity, establishes [303] SLA, manages [310] OT and, along with [321] Business Continuity and [343] Project Management, ensures [302] Quality. [343] Project Management manages [342] Projects. [322] BIA performs analysis, which define [303] SLA, which, in turn, defines [301] KPI. The [390] COO is a role, which oversees both [300] ITSM and [343] Project Management.