99202 - Diogo Godinho Melita

The concept map outlines vital components of IT management and projects. [300] IT Service Management governs operations, anchoring to [301] KPI - Key Performance Indicator that demonstrates success metrics, while [302] Quality relates to the degree a set of characteristics of an object fulfills its requirements. Service commitments are established through [303] SLA - Service Level Agreement, which is supported by [320] Continuity, essential for the resilience of [321] Business Continuity. This resilience is evaluated via [322] BIA - Business Impact Analysis. Overarching this is [343] Project Management, which executes [342] Projects, nested within the [340] Portfolio, which unites tactical performance with strategic business sustainability.