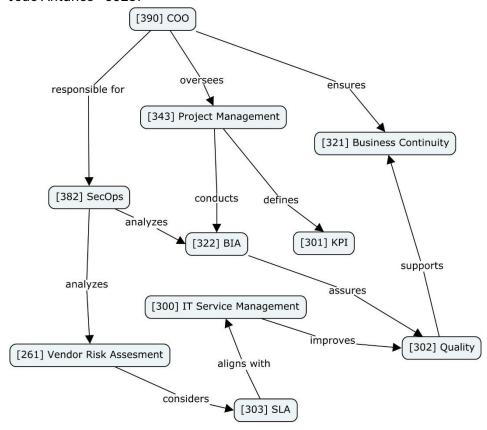João Antunes - 99257

The COO is responsible for ensuring Business Continuity within the organization. They oversee Project Management. Additionally it is responsible for SecOps.

BIA is conducted to assess the impact of disruptions on the organization. Project Management defines KPIs.

SecOps analyzes BIA findings to understand risks to the operations. BIA assures the quality of processes and within the organization, supporting continuity.

SecOps analyzes Vendor Risk Assessment, which considers SLAs to ensure performance standards. SLAs align with ITSM aiming to improve the quality of services.