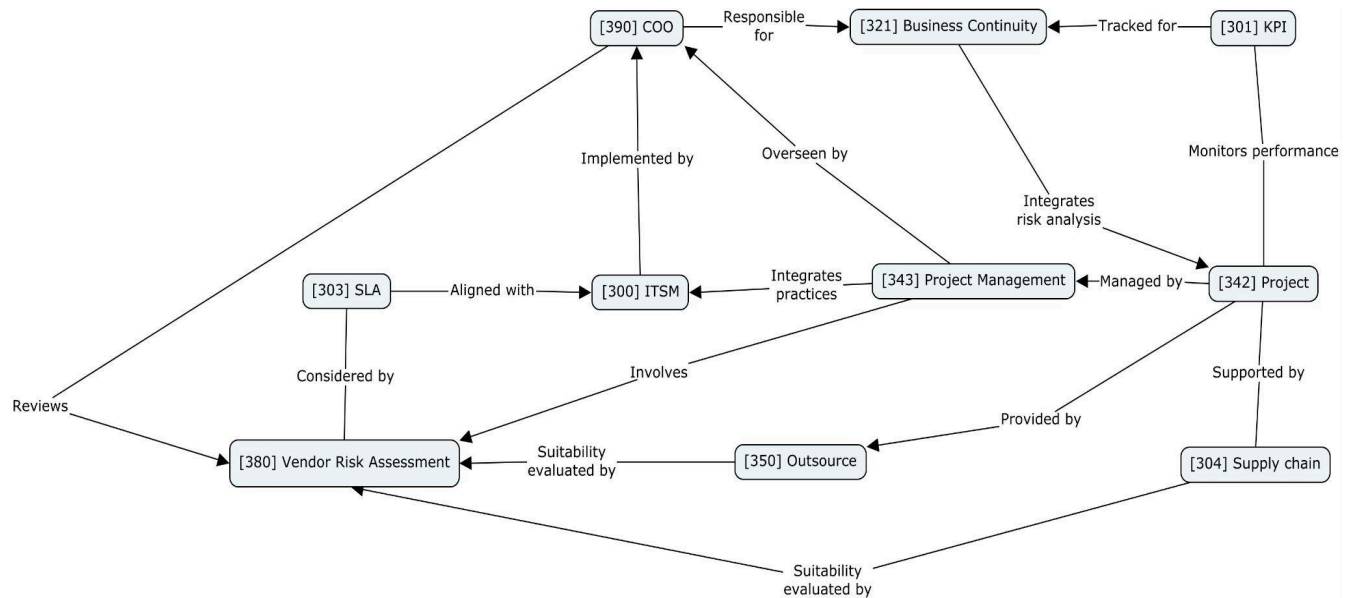


## SGSI 2023/2024

**Case:** Lidl

Maria Cavaleca - 109146

### CMAP



### CMAP Description

The COO plays a crucial role in Project Management and Business Continuity, especially in IT operations. Adopting ITSM practices is essential, as demonstrated by Lidl's SAP implementation. These practices should be integrated with Project Management to streamline planning and execution, and SLAs need to align with ITSM to meet service standards, crucial for managing substantial investments like Lidl's in SAP. Vendor Assessments should evaluate SLAs to ensure vendors can meet service expectations, avoiding pitfalls experienced by Lidl. When outsourcing IT projects, assessing project requirements and risks is vital, with the supply chain providing the necessary resources and expertise, as seen in Lidl's outsourcing of SAP. Moreover, conducting Business Continuity analysis helps mitigate risks, and defining KPIs allows for effective monitoring of project progress and performance. Overall, the COO's role is key in overseeing vendor assessments and mitigating risks to ensure project success.