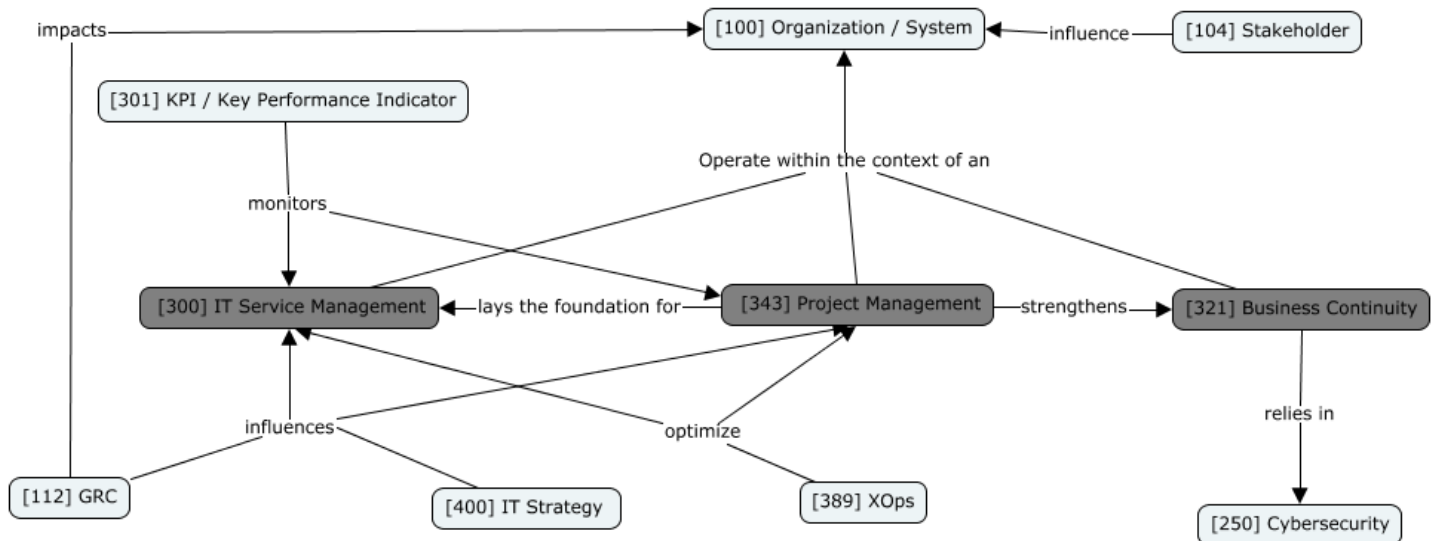


Essay 3 – IT Operations and Projects

Rafael Alves 99308

Conceptual Map:



- **[300]ITSM, [321]Business Continuity and [343]Project Management** are interconnected within the **[100]organization's** framework
- Incorporating **[389]XOps** methodologies optimizes **[300]ITSM** practices and **[343]Project Management** leading to more efficient project delivery and better alignment with business objectives strengthening **[321]Business Continuity**.
- **[301]KPIs** play a critical role in both **[300]ITSM** and **[343]PM** by providing measurable indicators of performance and guiding decision-making processes to ensure the delivery of **[302]quality** services.
- **[400]IT Strategy** and **[112]GRC** provide guidance for **[343]PM** and **[300]ITSM**.
- **[321]Business Continuity** and **[250]cybersecurity** collaborate to safeguard data **[223]integrity** and mitigate cyber **[142]threats** ensuring uninterrupted business operations.