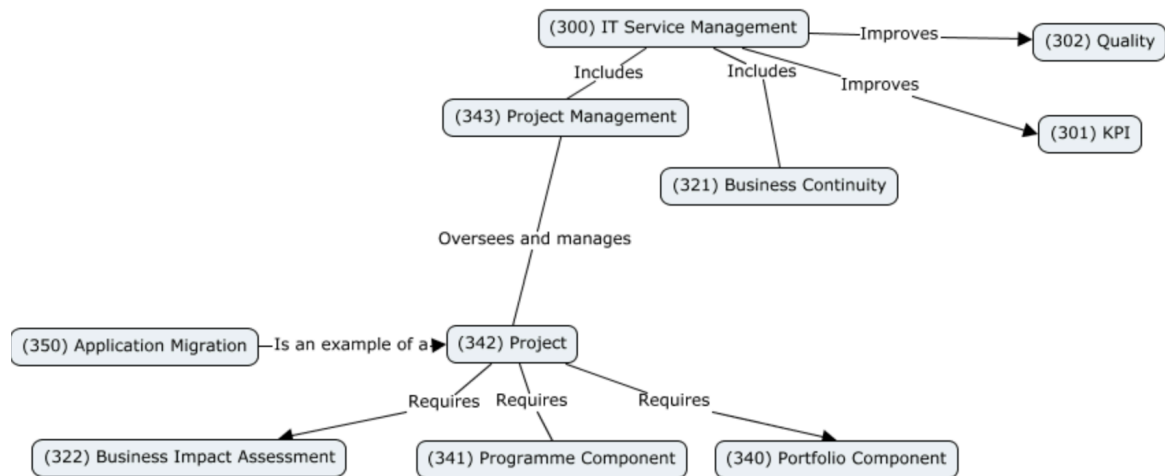


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The concept map above pertains to the concepts of IT Service Management, Business Continuity and Project Management. It aims to wrap these concepts together under the wide umbrella of IT Service Management, which includes services, operations and procedures related to the management of IT, all of which contribute to an organisation's KPI indicators and Quality.

There are two aspects to IT Service Management, Business Continuity, so daily and routine operations, and Project Management, which entails a new endeavour or project, such as Application Migration. New Projects often require BIAs and Programme and Portfolio components.