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Essay 1 – IT Operations and Projects

This concept map illustrates how IT Service Management (ITSM), Project Management, and Business Continuity (BC) intersect. ITSM ensures IT services meet business needs, while Project Management implements IT solutions aligned with ITSM. BC focuses on restoring critical operations post-disruption. Project Management tracks progress with KPIs. BC relies on a BIA to identify critical IT services. ITSM implements BC plans, ensuring quality amid disruptions. Project Management refines BC plans and SLAs define IT service expectations, crucial for BC.