The concept map shows how IT Service Management (ITSM), Business Continuity, and Project Management are all linked. ITSM is the base layer, including handling changes and dealing with incidents in IT. Business Continuity planning is closely tied to ITSM, making sure the company can keep running even during tough times by having plans for disasters and managing risks. Project Management works with ITSM by managing changes smoothly and using flexible methods like Agile. Continuous Improvement a running thread present in everything, ensuring ongoing enhancement of processes and services.