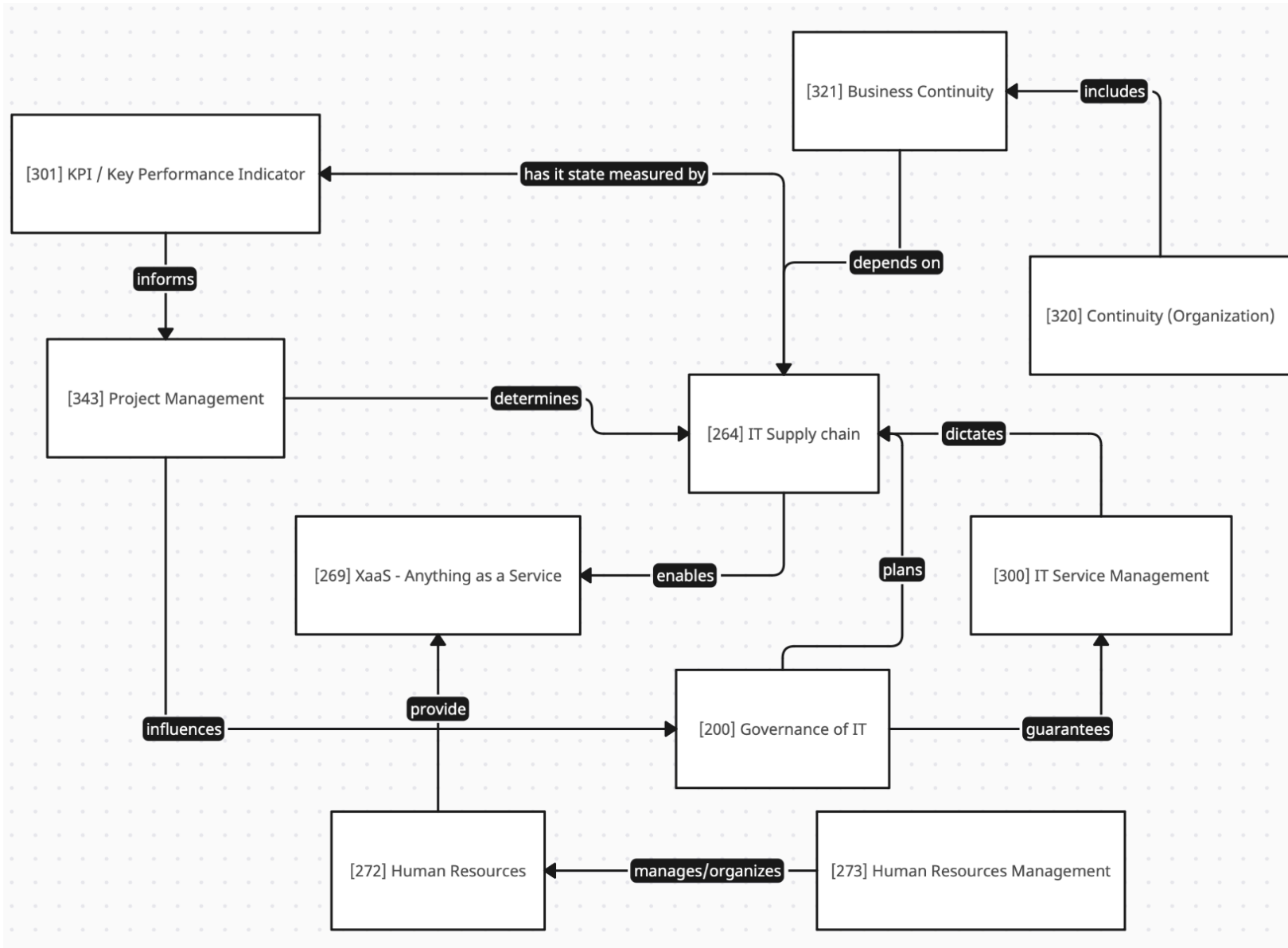


João Pedro Proença Ramos

99253
Alameda



[300] IT Service Management is guaranteed by [200] Governance of IT and determines how the [264] IT Supply Chain is structured. [264] IT Supply Chain is essential to guarantee [321] Business Continuity, which, in turn, is a part of [320] Continuity. Multiple [301] KPIs / Key Performance Indicators are used by [343] Project Management to improve [264] IT Supply Chain. The [264] IT Supply Chain enables [269] XaaS - Anything as a Service, which are provided by [272] Human Resources, which in turn are managed by [273] Human Resources Management.