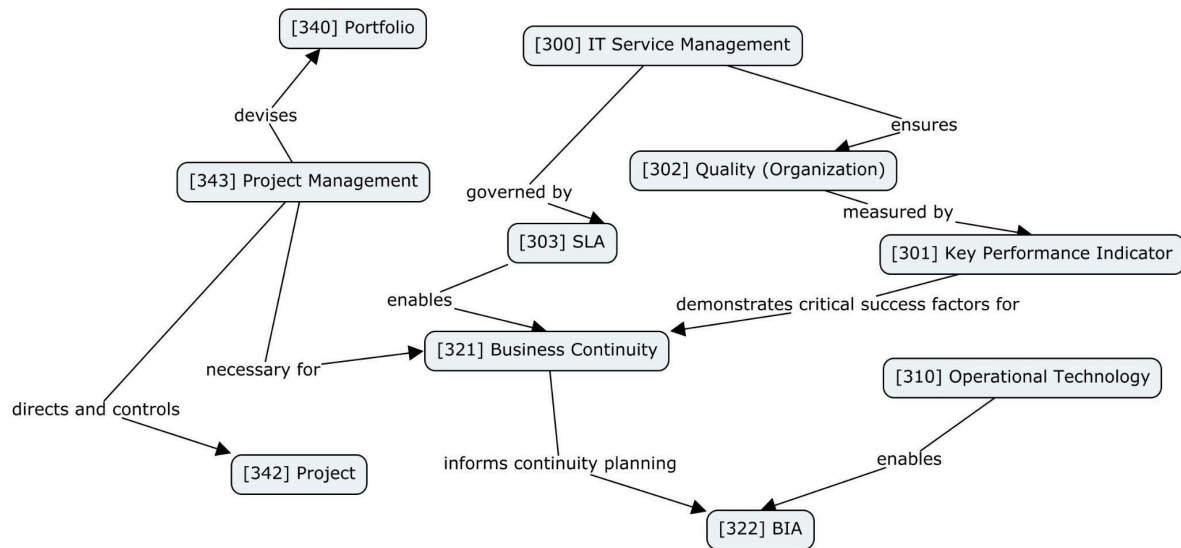


SGSI - Essay 3 - Conceptual Map
Pedro Barão - 98963



The central concept is [300] IT service management, which ensures [302] quality (organization) and is governed by [303] SLA (service level agreements). [302] Quality is measured by [301] KPIs (key performance indicators) that demonstrates critical success factors for [321] Business continuity. [343] Project Management directs and controls [342] Projects, and are necessary for [321] Business continuity. [343] Project management devises [340] Portfolio. [322] business impact analysis (BIA) is informed of continuity planning by [321] Business continuity, and is enabled by [310] operational technology. [303] SLA enables [321] Business continuity.