[300] **IT Service Management** sets practices that ensure [321] **Business Continuity**, which uses methodologies based on [389] **XOps** to develop products that meet the requirements of [302] **Quality**, defined by [300] **IT Service Management**. [300] **IT Service Management** implements changes through [342] **Projects**. In big companies, [342] **Projects** are integrated into [340] **Portfolios**. [342] **Projects** require [343] **Project Management** to be handled. [343] **Project Management** can call for a [322] **Business Impact Analysis**. The outcome is a statement of [321] **Business Continuity** requirements. This is also a sign of [159] **Maturity** of [300] **IT Service Management**. To evaluate [342] **Projects**, [300] **IT Service Management**, and to provide insight on [321] **Business Continuity**, [301]**Key Performance Indicators** are used.