



A company requires IT Service Management [300] to set up its service system and monitor it using KPIs [301]. KPIs [301] are fundamental inside a company as they are a way to measure many things. They are used in SLAs [303] to define requirements for Quality [303]. Operational Technology [310] identifies changes in KPIs [301], recognizing disruptions (negative changes) that Business Continuity [321] must address. BIA [322] uses KPIs [301] to analyze the impact of these changes in the organization and justify Business Continuity [321] requirements. Project Management [343], that includes Application Migration [350], uses KPIs [301] to measure progress of projects. COO [390] oversees ITSM [300], BIA [322] and Project Management [343] to implement necessary changes for smooth operations.