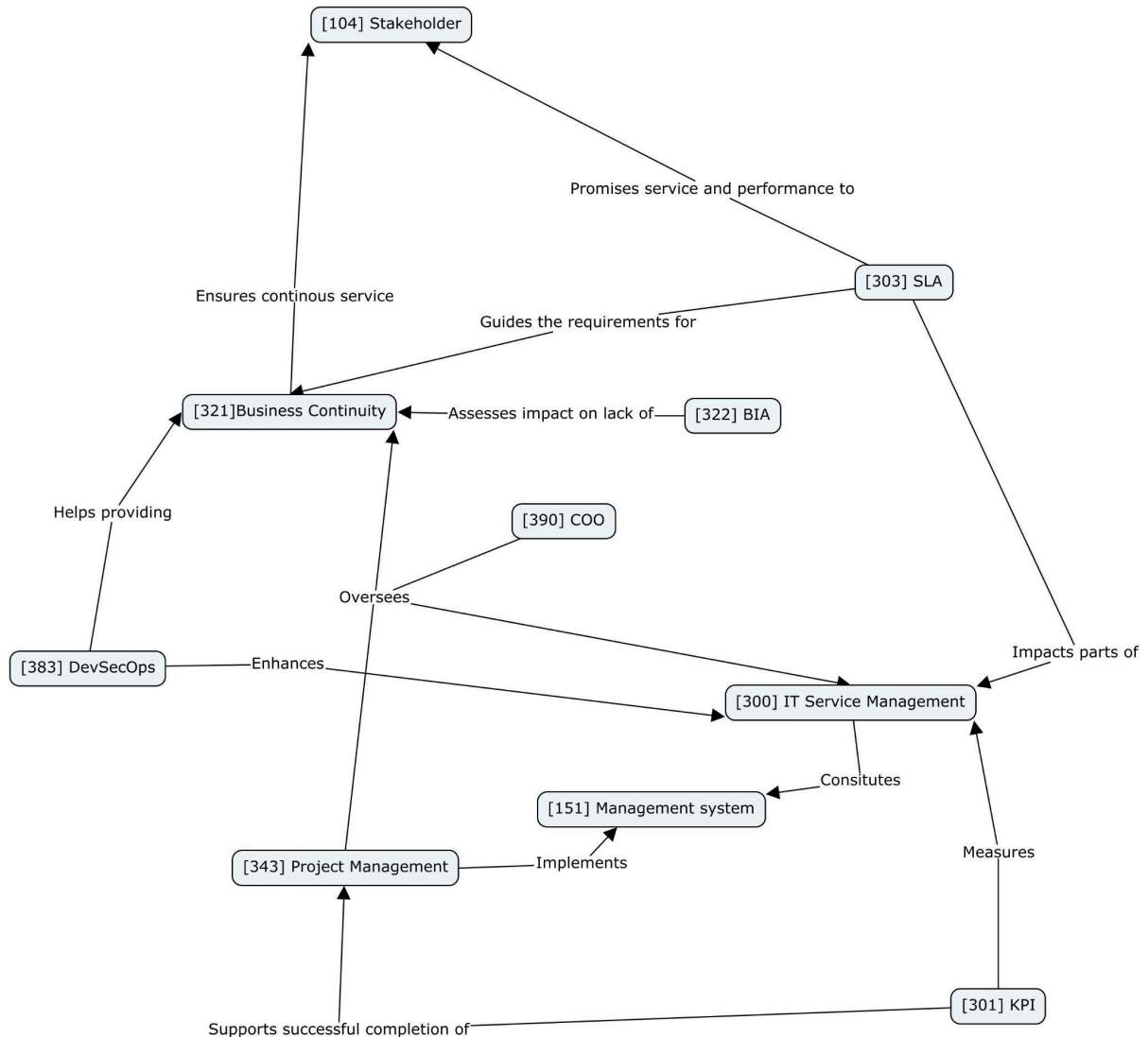


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At the top, we have the [104] stakeholder. The [303] SLA is an agreement with the shareholder to ensure service and performance. The SLA is maintained by [321] Business continuity. The [321] BIA will analyse the impact of disruption of the system. The [321] COO will have main oversight over the operating processes in the organisation. [300] IT service management will be measured by [301] KPI which will help the [343] successful completion of project management. [151] Management system is constituted by the processes and practices of the [300] IT service management and will be implemented by the [343] project management. [383] DevSecOps will enhance the [300] IT service management, and provide [321] Business continuity by ensuring the security, development and operation of the IT systems.