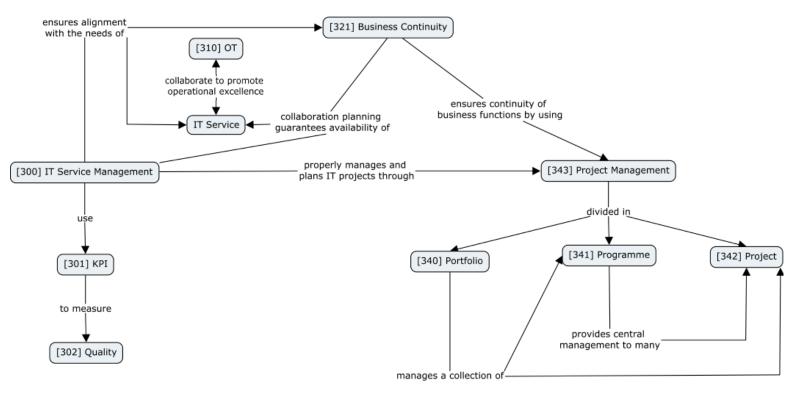Marco Castro – ist199104 / Simão Silva - ist199329 / Miguel Pato - ist1110833

Starting with IT Service Management that
-ensures the alignment between the objectives of both IT Service and Business Continuity
-works with Business Continuity guaranteeing the availability of IT Service (that collaborates with OT to fully provide operational excellence)
-uses Project Management to properly direct IT projects
-evaluates the Quality of its service through the use of KPI

Then we have Business Continuity that uses Project Management to ensure the continuity of its business functions amidst disruptive events

And finally Project Management that can be divided into 3 P's: Portfolio, Programme and Project
-Programme provides a centralized management of various Projects
-Portfolio is summarized as the administration of a collection of both Programmes and Projects