



Textual description

[300] IT Service Management can be seen as a top layer. It's linked with most of the concepts directly or indirectly. In this context, [321] Business Continuity ensures that IT services are available. An important part of Business Continuity is to assess the potential consequences if something unusual happens. [343] Project Management is responsible for developing IT service projects. Typically, projects need a contingent workforce to achieve the best results. All these concepts should meet the quality standards. To control the quality of each process or project, key performance indicators are identified.