



[300]ITSM is directly aligned with [303]SLAs, which establish the expected level of service and are considered by [261]Vendor Risk Assessment to evaluate external service providers' risks. This assessment considers [262]Outsource as a vital aspect in its evaluations. [321]Business Continuity is necessary for maintaining operations during disruptions and is linked to the [302]quality of services, which are measured by [301]KPIs. KPIs monitor the performance of various [342]projects, highlighting the essential management of projects through [343]Project Management, which cooperates and elaborates with other business functions to optimize outcomes. On the administrative side, the [390]COO plays a crucial role, overseeing project management and responsible for implementing ITSM strategies.