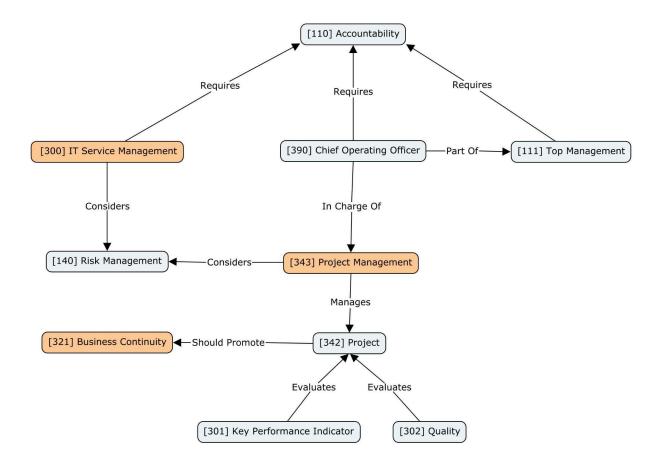A secure IT Operations environment is built on a foundation of **[321] business continuity.** This foundation ensures critical operations keep running even during disruptions. On top of this foundation lies **[343] project management**, which manages an organisation's **[342] projects**, ensuring they meet **[302] quality** standards and achieve **[301] Key Performance Indicators (KPIs)**, this department is overseen by the **[390] Chief Operating Officer (COO)**, which is a part of **[111] top management**. **[300] IT service management** drives the entire system forward by considering **[140] risk management,** which is mitigated by the use of established standards which promote good practices. Both the COO and top management need to be held **[110] accountable**, usually by an organisation's board.