Description:

This concept map centers on **[301] KPIs** as the **critical pillar** for **measuring success**. **KPIs** assess the effectiveness of **[303] SLAs**, a vital component of **[300] ITSM**. They also play a pivotal role in overseeing **[302] Quality** and evaluating the overall effectiveness of **ITSM**. Furthermore, **KPIs** are used within **[343] Project Management**, which coordinates **[342] Projects**, conducts **[322] BIA** and integrates **ITSM** practices.

ITSM directly ensures **[321] Business Continuity**. Additionally, the **[390] COO** oversees both **BIA** and **Project Management**. Ultimately, the **COO** is responsible for **Business Continuity**, which is a core element of overall **[320] Continuity**.

Projects themselves contribute by improving **Quality** and preserving **Continuity**. This **Continuity** is further tied to both **ITSM** and the **COO**'s role.