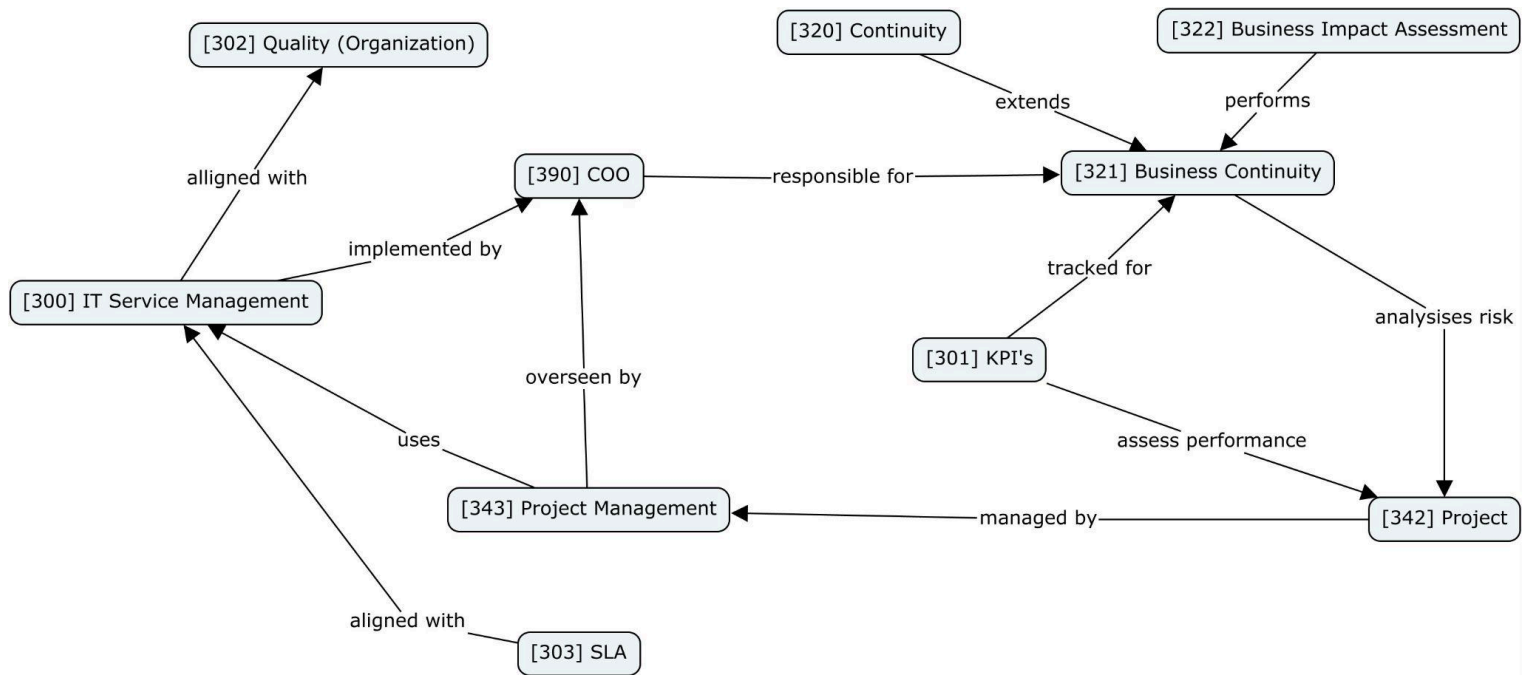**98946 João Luís Vaz**



This concept map shows how a company manages **[321] Business Continuity (BC)**. The **[390] COO** is ultimately responsible for **BC**, which involves risk analysis done on **[342] Projects** and through **[322] Business Impact Assessments** (BIA). **[343] Project Management** oversees these efforts and leverages **[300] IT Service Management** (ITSM) practices aligned with **[303]** SLAs and **[302] Quality** standards. **[301] KPIs** track progress, while **BC** itself builds upon established **[320] Continuity** concepts.