



[300] IT Service Management establishes reliable IT service practices. [321] Business Continuity minimizes problems during incidents, influenced by Incident Management and [140] Risk management. [343] Project Management guides IT service and coordinates [342] Project phases, supported by Change management. Incident Management is crucial for restoring normal service operation after incidents, [140] Risk management mitigates potential threats, and Change Management regulates IT service modifications, integrals of ITSM. The Service Catalog documents are an output of ITSM informing [321] Business Continuity. [303] Service Level Agreements are established via ITSM and crucial for [321] Business Continuity. User Satisfaction is impacted by [321] Business Continuity and [343] Project Management.