



The conceptual map illustrates the interconnectedness of IT Service Management (ITSM), Business Continuity, and Project Management within organizational operations. At the core lies ITSM, with Service Desk for user support and Incident Management for incident resolution. Branching out, Change Management ensures controlled alterations to IT environments. Adjacent to ITSM, Business Continuity Planning (BCP) ensures organizational resilience through Risk Assessment for identifying threats and Disaster Recovery for swift restoration post-disaster. Parallely, Project Management oversees endeavours, with Scope Management defining project boundaries and Resource Allocation optimizing resource utilization. Together, these concepts form the framework for efficient organizational functioning.