[300]ITSM represents the framework for managing IT services within an organization. It defines [303]SLA for the agreed-upon service levels between the service provider and the customer, along with the [302]Quality standards.

[301]KPIs evaluate & monitor the [300]ITSM [302]Quality standards, also give insight to perfect [321]Business Continuity which is ensured through methods that are defined by [300]ITSM. [322]BIA is part of [321]Business Continuity that serves to assess the impact on services and operations of [300]ITSM.

Modifications are made through [342]Projects that are handled by [342]Project Management which is always aligned with the [300]ITSM objectives.

[381]DevOps & [389]Xops principles are used to ensure [302]Quality and execution efficiency in the processes & operations.