

ITSM governs the establishment of Service Level Agreements (SLAs) and is implemented through DevOps practices. It also ensures organizational continuity and supports both Project Management and Business Continuity efforts. Business Continuity relies on Business Impact Analysis (BIA), ensuring organizational continuity by utilizing SLAs, DevOps, Projects, and Programmes. Project Management coordinates projects and programmes, using SLAs, DevOps, and ensuring continuity, while also supporting Business Continuity initiatives.