



[100] Organizations have several **[342] Projects** that are managed by different **[343] Projects Management** teams.

[100] Organizations are ruled by the **[190] CxO Structure** that hires the **[389] XOps** team that works on the **[342] Projects**.

[190] CxO Structure defines the **[300] IT Service Management** that covers all measures that focus on the **Customer** like customer communication, customer service itself and SLAs which regulate the assistance.

[342] Projects provide services to **Customers** that by using them provides **[301] KPI** that are analyzed by **[190] CxO Structure** to check the performance.

[190] CxO Structure approves the **[320] Continuity** that relies on the **[321] Business Continuity** plans to provide the services even on disruption.

[321] Business Continuity it's a capability of the **[100] Organizations**.