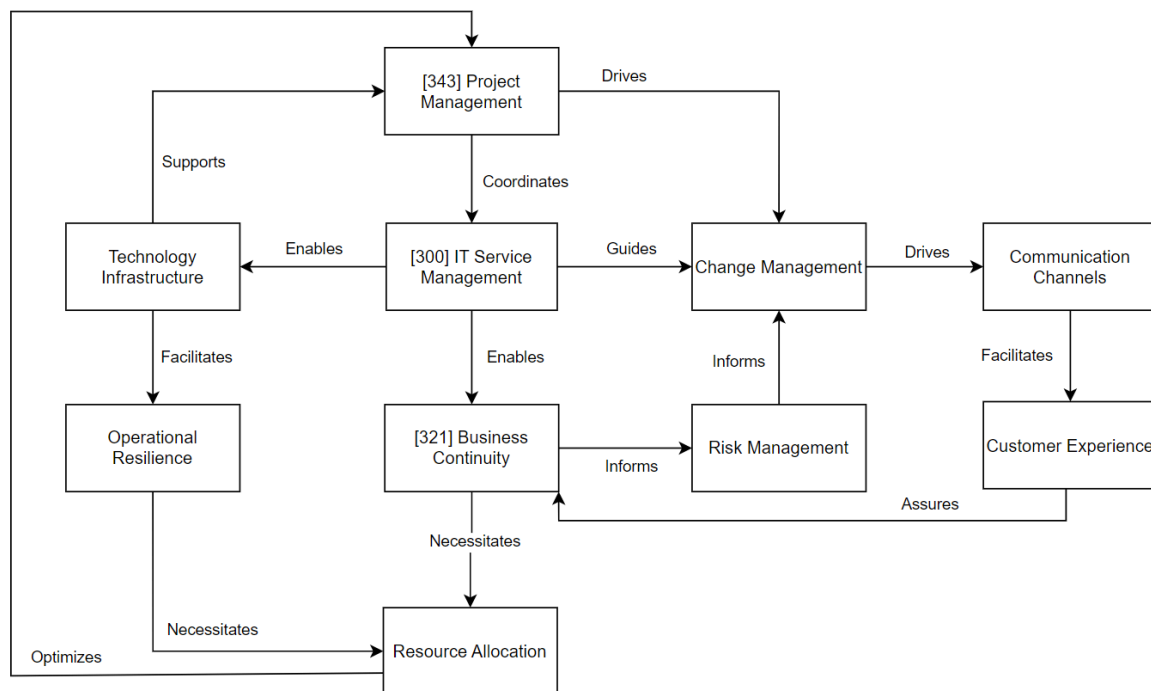


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The concept map illustrates the intricate relationship between IT Service Management, Business Continuity Planning, and Project Management in the context of addressing operational challenges, as exemplified by the Southwest Airlines incident. Each concept influences and supports others: from ITSM guiding change and enabling BCP to BCP necessitating effective resource allocation and informing risk management. This interconnectedness highlights the importance of coordinated efforts in managing disruptions, optimizing resources, and ultimately enhancing customer experience amid unforeseen events.