



Fig. 1 - Concept Map

## Textual Description

The concept map illustrates the interconnections between various organizational components. IT Service Management (ITSM) implements Service Level Agreements (SLAs) and aligns with Project Management, while also coordinating with Business Continuity. Business Continuity integrates with Business Impact Analysis (BIA) and addresses Risk Management (GRC). Project Management utilizes Key Performance Indicators (KPIs) and involves stakeholders. BIA impacts KPIs and requires HR/Human Resources/Workforce. Risk Management evaluates Cloud Services and considers stakeholders. KPIs monitor HR/Human Resources/Workforce and measure Cloud Services. HR/Human Resources/Workforce supports Business Continuity, and Cloud Services enable ITSM.