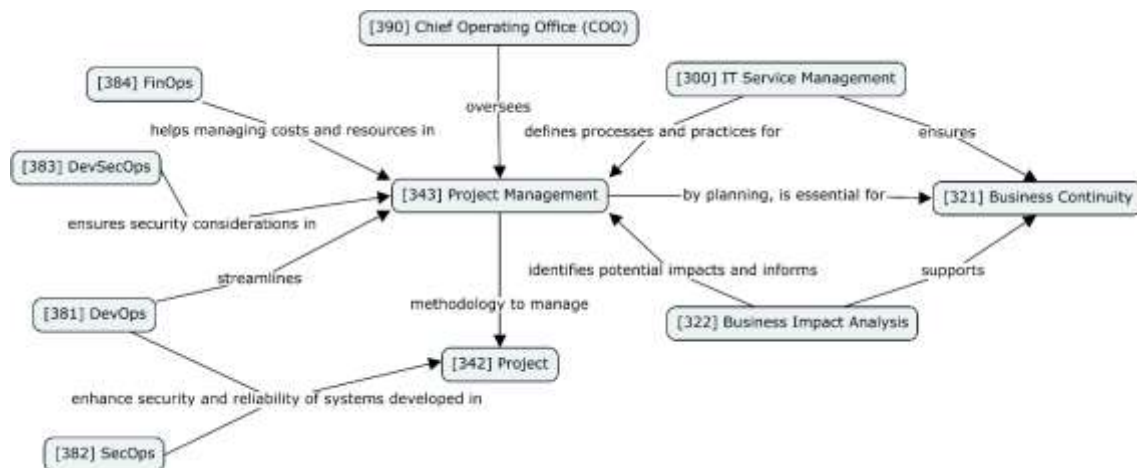


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## 1. Conceptual Map



[390] COO is the responsible for overseeing [343] Project Management which is the methodology to manage [342] Project and essential for [321] Business Continuity by planning for contingencies and risks. The latter, in its turn, ensures the effective delivery and support of [300] IT Service Management, which defines processes and practices for [343] Project Management. [322] BIA identifies potential impacts, informing [343] Project Management and, therefore, supporting [321] Business Continuity. Also regarding [343] Project Management, [384] FinOps helps managing costs and resources, [383] DevSecOps ensures security considerations and [381] DevOps streamlines its project delivery. Finally, the latter and [382] SecOps enhance security and reliability of systems developed in [342] Project.