



The concept map illustrates the interconnectedness of key concepts in organizational management. IT Service Management ([300]) serves as the foundation, integrating with Project Management ([343]) and aligning with Business Continuity ([321]). Stakeholders ([104]) play pivotal roles across all domains. Risk Management ([140]) influences decision-making, while Information Management ([210]) ensures service excellence. Compliance ([130]) and Governance ([113]) provide regulatory frameworks. Knowledge Management ([402]) enhances operations, while Human Resources Management ([273]) optimizes human resource allocation. This approach fosters organizational resilience and efficiency.