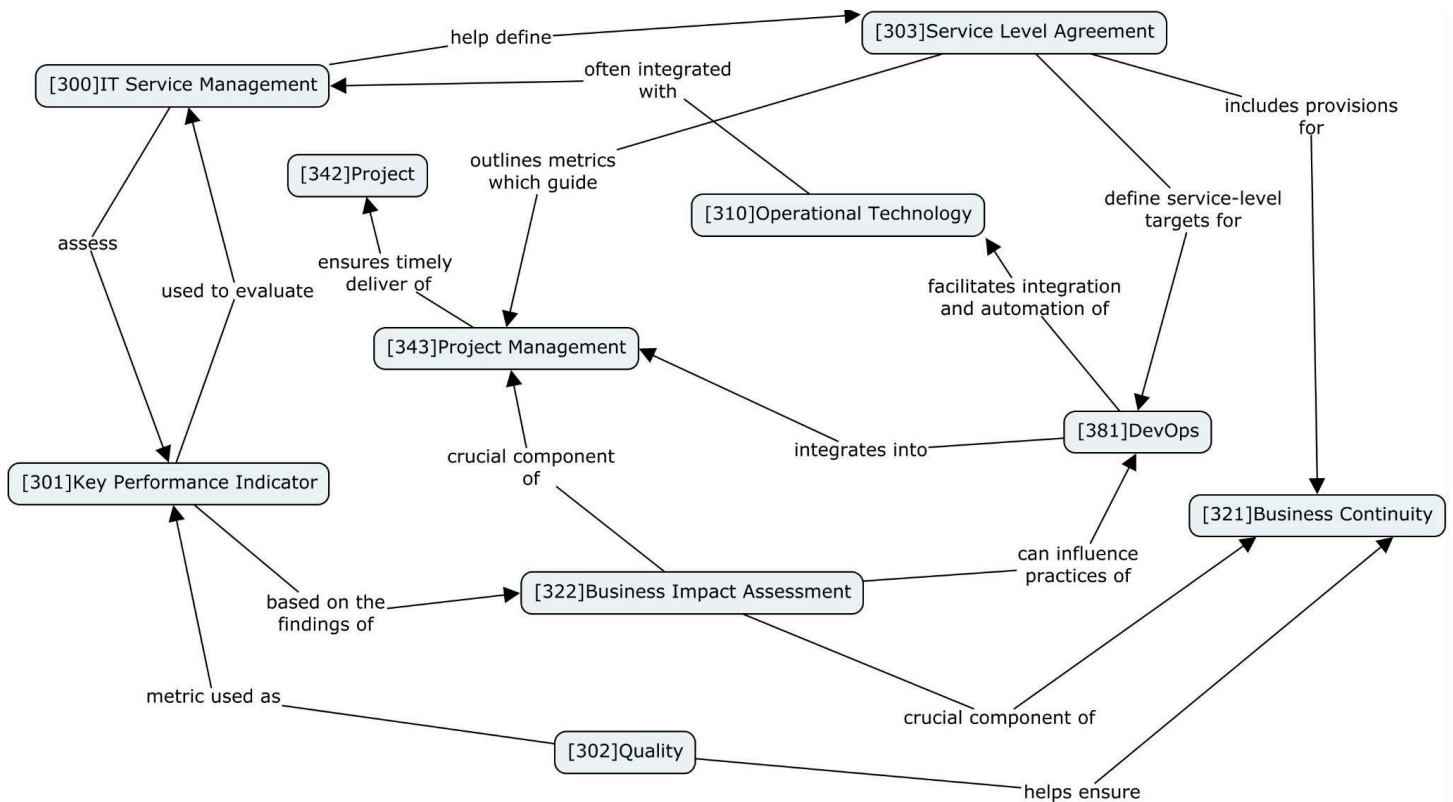# SGSI-2024

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The concept map illustrates the interconnectedness of various concepts in IT management and organizational resilience. **[300]ITSM** forms the foundation, defining **[303]SLAs** and assessing **[301]KPIs**. **[303]SLAs**, in turn, guide **[381]DevOps** practices and include provisions for **[321]Business Continuity**, while also outlining metrics relevant to **[343]PM**. **[322]BIA** is a crucial component influencing **[381]DevOps** and **[343]PM**, ensuring alignment with **[321]Business Continuity** objectives. **[302]Quality** metrics serve as **[301]KPIs**, contributing to both operational excellence and **[321]Business Continuity**. Additionally, **[310]OT** is integrated with **[300]ITSM** and facilitated by **[381]DevOps**, highlighting the role of automation and integration in optimizing IT operations and overall organizational resilience.