



**[200] EGIT** acts as a framework to ensure IT systems align with business goals. **[321] Business Continuity** relies on several key elements and is achieved by **[322] Business Impact Analysis (BIA)** which identifies the potential consequences of disruptions to critical business functions.

**[300] IT Service Management (ITSM)** provides a framework for managing the lifecycle of IT services. **[343] Project Management** ensures effective planning, execution and control of **[342] Project** to achieve specific objectives which are organized in a **[340] Portfolio**. **Operational Technology (OT)** refers to the hardware and software used to monitor physical devices and processes which is basically used to monitor **[301] Key Performance Indicators (KPIs)**. Finally **[301] KPIs** are measured by **[302] Quality(Organization)**

2. The relationship between FinOps and XOps can be understood through their focus on collaborative practices. FinOps brings together engineering, finance, and business teams to maximize the value derived from cloud services. Similarly, XOps emphasizes breaking down silos by fostering collaboration across functions like engineering, product, and design. This cross-functional teamwork streamlines operations, improves communication, and ensures everyone is aligned, mirroring the goals of a well-implemented IT Service Management (ITSM) framework. By promoting collaboration and breaking down silos, both FinOps and XOps ultimately empower organizations to make better decisions and achieve their KPIs.

3.

All three essays point to a fragmented HR system.

The essays showcase the real-world consequences of a broken HR system, mirroring the importance of a **BIA (Business Impact Analysis)**.

Essay 2 points out Amazon's focus on a high turnover rate (150%) as positive, suggesting a lack of relevant **KPIs (Key Performance Indicators)**.

Essay 1 mentions Amazon bringing leave management in-house. This project might have lacked proper planning, effective project management could have ensured smooth integration and prevented issues.

FinOps could have prompted Amazon to evaluate outsourcing leave management (essay 1). XOps, promoting collaboration could have facilitated communication and identified issues sooner.

In conclusion, Amazon's case highlights the importance of well-managed IT systems in HR.

4.b) The article argues that companies often get caught up in achieving quick IT victories, like faster software implementation. While these might seem beneficial initially, they can actually hinder long-term business growth.

This happens because the focus on short-term IT gains creates "blind spots.", e.g. something might be implemented quickly (a win), but if employees aren't trained on it or workflows aren't adjusted (blind spots), it could ultimately stop growth.

The article emphasizes aligning IT investments with long-term business goals which require a unified approach that considers both IT and other business aspects. In essence, the question forces us to consider whether these rapid IT wins are just temporary fixes that might hurt our chances of achieving long-term success.