**IS 470: IT Service Management**

**MP01: The Muddiest Point**

1. After reading the required reading, select only one key topic that you could not understand clearly. If not, find the most interesting topic. And then, briefly describe the muddiest point or the most interesting point.

Your instructor will visit the collected topics and explain in class.

1. What are two key components of the ITIL framework?
   1. Service value system and service desk
   2. Service value systems and the four dimensions model
   3. Four dimensions model and service desk
   4. Four dimensions model and practices

Q1: I think it's an interesting question why service management is important, and the purpose of management is to organize things, to order things, to be more efficient, to be more productive. Right

Q2:B