ITSM Class: B

CLASS ACTIVITY WEEK 2

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Dimension: Organizations & People Keywords:

- Cultures
- Roles
- Authority
- Responsibilities
- Structure
- Competencies & Skills

Dimension: Information & Technology Keywords:

- Information & Knowledge
- Technologies Required
- Systems
- Tools
- Platforms
- Security & Compliance

Dimension: Partners & Suppliers Keywords:

- Relationships
- Contracts & Agreements
- Partnerships
- Collaboration
- Integration

Dimension: Value Streams & Process Keywords:

- Activities
- Workflows
- Controls
- Procedures
- Process
- Sequence
- improve

Dimension: External Factors Keywords:

- Political
- Economic
- Social
- Technological
- Legal
- Environmental