**IS 470: IT Service Management**

**MP01: The Muddiest Point**

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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 Answer: In Chapter-2 one of the part is about “Different stakeholders receive different types of value” which list multiple stakeholders. So my question is whether all the stakeholders can get the benefits they want, or when one of them gains some of them must be loss.

Q2 Answer: My answer is B.