**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.

A: In order to reduce the complexity and difficulty of management, some accounts are shared by many people. The proliferation of these accounts is not easy to control, and security accidents often occur due to this account sharing.

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

Answer is B