**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.

It service management refers to whether it uses the appropriate amount of resources for effective management. A secure and efficient IT organization will use the best number of employees, time, money, staff, between supply and demand, service costs and service quality. To ensure that it can correctly support business objectives, organizations need service management. ITIL aims to help improve the quality of IT services and it projects. It supports organizations to provide services that meet customer needs.

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