**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.

R = Responsible, the role of the executor who is Responsible for controlling projects and solving problems.

A = Accountable, responsible for the role of being fully Accountable for the task shall not be able to carry out the project unless and until he agrees or signs on it.

C = Consulted, a person who provides explicit qualitative advice before or during a task's implementation.

I = Informed, those who are Informed of the results in a timely manner need not consult and seek advice from them.

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

B

Answer is B