**IS 470: IT Service Management**

**MP01: The Muddiest Point**

1. I am interested in organisations, and it is important to define what is an Organisation in order to define and manage relationships.For example, some enterprises expect their IT departments to operate as an external service provider organization and to trade with other business units as a customer organization.
2. 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