**IS 470: IT Service Management**

**MP01: The Muddiest Point**

1. What is the core content of service management?What is the relationship between service management and information technology?
2. What are two key components of the ITIL framework? B
   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