**IS 470: IT Service Management**

**MP01: The Muddiest Point**

* 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.

Personally, I think that every company should study the service management seriously. Customers expect the products to respond, because technology itself cannot provide good service, and technology can only meet the needs of customers.

* What are two key components of the ITIL framework?
* Service value system and service desk
* Service value systems and the four dimensions model
* Four dimensions model and service desk
* Four dimensions model and practices

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