03 Activity 1

Direction: Elaborate on the correlation between the purposes of ITSM Processes and ITIL Principles. **(4 items x 5 points)**

1. In which ITSM Process would the Progress Iteratively with Feedback principle apply best?
2. How can the Collaborate and Promote Visibility principle help the Service Design process?
3. Between Service Transition and Service Operation, which process would benefit more from the Optimize and Automate principle?
4. What would happen if the "Start Where You Are" principle is not observed in the "Continual Service Improvement" process?

GRADING RUBRIC:

Performance Standards	Max Points
The explanation is justified and reasonable.	5
The explanation lacked justification.	3
The explanation is unclear.	2