**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.

I think Using RACI models for role mapping is the most interesting topic. Because the RACI model is used to manage the resources and roles used to provide work or tasks. It is difficult for line managers to track employee work due to the availability of resources from different functional areas within the organization.

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

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