**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.

ITIL is a successful organization.And their professional, technical and personnel knowledge is what many domestic companies need to learn.ITIL is not limited to just one or a few organizations.It is an organization that spans all types and sizes.Their members also build proprietary knowledge among themselves.That means it won't be challenged or improved.

1. What are two key components of the ITIL framework?

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