**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.

There are three things that IT auditors should pay attention to first!Testing and evaluation of IT controls should not be taken lightly.Second, auditors should not have excessive requirements for computer expertise.Third, the development of computer audit software should pay attention to universality.

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

Answer: B