

ITSM Class: B

CLASS ACTIVITY WEEK 2

Individual

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4 Dimensions	Keywords
Organizations and people	culture, competency, roles, responsibilities, authority, communication, trust, transparency, teams, leadership, communication, collaboration, competencies, coordination, specialization
Information and technology	managed, information, knowledge, workflow, systems, tools, machine, computing, monitoring, support, applications, databases, assets, information, network, utilization, architecture, availability, reliability, accessibility, timeliness, accuracy, security, regulatory, policies, privacy, technologies, risk, automation, developed, deployed, operated, data
Partners and suppliers	other, contracts, agreements, responsibilities, collaborate, relationship, sourcing, needs, delegated
Value streams and processes	activities, workflows, controls, procedures, value chain, generic, patterns, process, service
External factors	dynamic, complex, volatility, uncertainty, political, economic, social, technological, legal, and environmental