

ITSM Class: B

**CLASS ACTIVITY WEEK 2**

Individual

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<b>4 Dimensions ITSM</b>		<b>Keywords</b>
<b>Organization and people</b>		Competency, roles, authority, communication, transparency, leadership, communication, collaboration, coordination
<b>Information and technology</b>		Managed, systems, monitoring, databases, assets, network, architecture, availability, reliability, timeliness, accuracy, security, privacy, technologies, automation, deployed, operated, data
<b>Partners and suppliers</b>		other, agreements, responsibilities, relationship, sourcing, needs, delegated
<b>Value streams and processes</b>		Activities, controls, procedures, value chain, patterns, process, service
<b>External factors</b>		Dynamic, volatility, uncertainty, political, social, technological, environmental