1. Understanding the concept of utility (fitness for purpose): Utility refers to the functionality offered by a product or service to meet a particular need or achieve a specific outcome. It is about the service being "fit for purpose" and providing the intended value to the customer. A service with high utility is one that is suitable for its intended use and satisfies the customer's requirements.

Common confused term: Warranty Warranty refers to the assurance that a product or service will meet specified performance and quality levels. It is a guarantee or promise from the provider, whereas utility is about the functionality and fitness for purpose.

2. Differentiating between service offering, service provision, service consumption, and service relationship management:

- Service offering: The collection of services provided by an organization, including features, benefits, and terms.
- Service provision: The act of delivering services to customers or users.
- Service consumption: The utilization of services by users or customers to achieve desired outcomes.
- Service relationship management: The practice of managing relationships and interactions with customers and stakeholders to ensure mutual value creation.

3. Differentiating between incidents, problems, and known errors:

- Incident: An unplanned interruption or reduction in the quality of an IT service.
- Problem: An underlying cause of one or more incidents.
- Known error: A problem that has a documented root cause and a workaround but has not been permanently resolved.

4. Types of changes (standard, normal, emergency, routine):

- Standard change: A pre-authorized, low-risk change that follows a documented procedure.
- Normal change: A change that requires authorization and planning based on potential impact and risk.
- Emergency change: An urgent change required to restore or maintain services.
- Routine change: A repetitive, low-risk change that follows standard procedures.

5. What should and should not be included in change management: Change management should include processes for requesting, evaluating, approving, and implementing changes, as well as managing the change schedule and communication. Change management should not include detailed procedures for incident diagnosis or the authority to implement changes without proper approval.

6. What should and should not be included in incident management: Incident management should include processes for logging, categorizing, prioritizing, and resolving incidents, as well as scripts for collecting initial information and techniques for efficient investigation and diagnosis. Incident management should not include detailed procedures for problem diagnosis or the authority to implement changes to a system.

This guide covers the key concepts and differentiations in a concise manner, helping you understand the distinctions between commonly confused terms and clarifying what should and should not be included in change management and incident management practices.