

ITSM Class: B
CLASS ACTIVITY WEEK 2
Individual

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Partners and Suppliers	Information & Technology	Organizations and People	Value Streams and Processes	External Factors
Partners	SVS	Culture	Value	Environmental Influence
Suppliers	Knowledge	Skills	Value Stream	Economic
Organizational Relationships	Technology	Roles	Value Stream Optimization	Social Factors
Service Integration and Management (SIAM)	Information	Responsibilities	Value Stream Mapping	Regulations
Supplier Strategy	Supporting Technologies	Capacity	Value Chain	-
Factors Influencing Supplier Strategy	Information Management	Transparency	Value Creation	
Service as a Utility	Information Architecture	Focus on Value Creation	ITIL service	
-	-	Trust	Input	
		-	Process	
			Output	
			-	