

ITSM Class: B

CLASS ACTIVITY WEEK 2

Individual

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Dimension	Keywords
Organization and People	Authority, culture, capacity, competency, trust, transparency, update, specializations, roles, responsibilities, structures
Information technology	Service, managed, systems, benefits, information, created, managed, used, support, enable, cover, exchanged, availability, reliability, accessibility, timeliness, accuracy, relevance, security, regulatory, requirements
Partners and Suppliers	Depend, provided, others, share, collaborate, goals, culture, and business.
Value streams and Processes	Product, services, create, deliver, series, clear, how, opportunities, automation, adoption, defined, react, changing, demand, set, activities, interacting, interrelated, defined, output, sequence, actions
External Factors	Dynamic, complex, exhibit, volatility, uncertainty, constraints, PESTLE, political, economic, social, technological, legal, environmental, influence, expectations, various, version.