1. Can you identify the business and IT service requirements?

2. Could you help define the scope of the ITSMS?

3. Are you able to assist in documenting a service management policy that aligns with business objectives?

4. Can you help define roles and responsibilities within the ITSMS?

5. Could you aid in developing a Service Management Plan?

6. Are you able to help establish an IT Service Management team?

7. Can you assist in managing suppliers effectively?

8. Could you help in managing service delivery?

9. Are you able to assist in managing service level agreements (SLAs)?

10. Can you aid in documenting all services in the Service Portfolio?

11. Could you help manage changes to the service catalog?

12. Are you able to assist in managing service incidents and service requests?

13. Can you aid in identifying and managing problems?

14. Could you help in managing and controlling IT assets?

15. Are you able to assist in conducting regular internal audits of the ITSMS?

16. Can you aid in establishing a configuration management process?

17. Could you help manage capacity and performance of services?

18. Are you able to assist in managing security in the ITSMS?

19. Can you help handle business and service continuity?

20. Could you assist in establishing a continual improvement process?

21. Are you able to help manage complaints and feedback from customers?

22. Can you assist in identifying and evaluating compliance to legal and other requirements?

23. Could you help generate and use service reports?

24. Are you able to assist in training all employees and ensuring they are competent in their roles?

25. Can you help manage and control documentation within the ITSMS?

26. Could you assist in managing risks within the ITSMS?

27. Are you able to aid in the process of service transition and release management?

28. Can you help measure and improve customer satisfaction?

29. Could you assist in managing budgets and accounting for IT services?

30. Are you able to help measure the effectiveness of the ITSMS?

31. Can you assist in communicating about the ITSMS to stakeholders?

32. Could you help manage demand for services?

33. Are you able to assist in evaluating new technologies or services for incorporation into the ITSMS?

34. Can you help manage information security incidents?

35. Could you assist in managing service outages and emergency changes?

36. Are you able to help decommission or retire services?

37. Can you assist in validating and reviewing services before they are delivered?

38. Could you help with resource management?

39. Are you able to assist in knowledge management?

40. Can you help incorporate feedback from stakeholders into service improvement?

41. Could you assist in analyzing service failures for root cause?

42. Are you able to help establish procedures for information security management?

43. Can you assist in managing relationships with stakeholders?

44. Could you help use a balanced set of performance indicators for service management?

45. Are you able to assist in the process of service design and development?

46. Can you help report and manage incidents and near misses?

47. Could you help set up Service Level Management processes?

48. Are you able to help maintain the integrity of service management data and information?

49. Can you assist in managing the lifecycle of IT services?

50. Could you help create and maintain strategic plans for service management?