

**Specification of Competency Standards**  
**for the Information & Communications Technology Industry**  
**Unit of Competency**

Functional Area - Operational Management

Title	Manage and monitor IT service delivery of an esports event
Code	111113L5
Range	Manage the operations of service delivery in the context of performing service level management services for an esports event
Level	5
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in IT service management and operational details of an esports event</p> <ul style="list-style-type: none"> <li>• understand IT service management (ITSM) framework, dictates the processes and resources involved in IT service delivery</li> <li>• understand quality and IT service level requirements of esports event</li> <li>• understand the importance and different approaches of stakeholder engagement</li> </ul> <p>2. Outline the operational plan and estimate the required resources</p> <ul style="list-style-type: none"> <li>• review agenda and program of the esports event and outline the corresponding operational plan</li> <li>• maintain effective communication channels to engage different stakeholder groups</li> <li>• identify resource requirements, such as but not limited to: <ul style="list-style-type: none"> <li>○ Game consoles and/or gaming computers</li> <li>○ Network equipment</li> <li>○ Audio and visual equipment</li> <li>○ Streaming servers and/or encoders</li> </ul> </li> </ul> <p>3. Manage the operations of IT service delivery in a professional manner</p> <ul style="list-style-type: none"> <li>• manage the operations of IT service delivery in accordance with the service level as well as any laws and regulatory requirements</li> <li>• continuously improve the operations of IT service delivery</li> </ul>
Assessment Criteria	<p>The integrated requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• ensure smooth operations of IT service delivery</li> <li>• liaise with stakeholders in an efficient and effective manner</li> </ul>
Remark	