

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: Core Skills

Title	Perform next level escalation
Code	107860L1
Range	This unit of competency applies to IT support personnel who are responsible for providing technical support to users. All supporting personnel will need to understand and follow the organisation's escalation procedure so that he/she will have a guidance as when, how and whom to escalate to when in need of assistance. This UoC is concerned with technical issues escalation. Note: every organisation have different escalation procedures that corresponds to their business needs; some escalation procedures may even require support personnel to perform drills to ensure that the procedure is effective
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge to perform next level escalation <ul style="list-style-type: none"> • Possess good communication, listening, literacy and written skills • Possess basic knowledge of the organisation support service procedures • Understand the importance of following procedures and team work when providing user support 2. Perform next level escalation <ul style="list-style-type: none"> • Understand Service Level Agreement (SLA) set by the organisation or department • Comprehend the organisation escalation procedure. Example of contents in an escalating procedure: <ul style="list-style-type: none"> • Contacts details of different level of escalation <ul style="list-style-type: none"> • Level 1 support contact person and contact details • Level 2 support contact person and contact details • Level 3 support • Supervisor • Stages and situations to trigger escalation, such as when and what will need to escalate to level 1 and when and what to level 2, etc. • Work with documents for escalation, such as escalation initiation form, etc. • When escalating during a support session, follow the organisation escalation procedure and complete necessary documents as when required • Participate in escalation drills if when required 3. Exhibit professionalism <ul style="list-style-type: none"> • Possess customer service oriented attitude and escalate just at the right time • Committed to improve quality services to users and customers
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Comprehend the organisation's escalation procedures and understand when, how and whom to escalate from the guidelines of the procedure • Effectively perform escalation to ensure SLA of the organisation or department are achieved • Complete all necessary escalation documents in accordance with the organisation standards
Remark	