

Functional Area: Network Infrastructure & Operation (Operation / Support & Maintenance)

1. Title	Define and maintain service level to customers
2. Code	ITCSNO527A
3. Range	Service Level is a quality of services which an organisation commits to its customers. When dealing with individual customers there are SLA (Service Level Agreements) which may be tailored to meet customer requirements. The agreement or commitment may include: a specific level of service, support options, guaranteed level of performance, as related to network or connection, response time, penalty on failure of commitments, etc. The agreed level depends on the type of services required by customer, the type of services offered by the organisation, the budget, etc. This UoC describes the competencies for defining and maintaining Service Level for network support to external customers in addition to the organisation standard commitments/policies.
4. Level	5
5. Credit	3
6. Competency	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> • Critically knowledgeable of the organisation's policies regarding network support Service Level • Possess extensive knowledge of the technical support capabilities and resource level of the organisation/department • Possess extensive knowledge with the customer's requirements regarding the level of support • Experienced with teamwork, coordination skills and good interpersonal skills including drafting SLA proposals/agreements • Knowledgeable with health and safety procedures, government regulations, compliances, etc • Possess extensive knowledge of the customer service techniques <p>6.2 Define and maintain service level to customers</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Liaise with customers to determine the required network services and support needs of the customers • Draft a SLA proposal based on the customers' needs, their budget, and the organisation's support capabilities and resources, etc. The SLA may include: scope of work, performance, tracking and reporting, compensation, duties, responsibilities, legal compliance, warranties and remedies, intellectual property rights and confidential information, schedule, etc. • Present the SLA proposal to peers and the customers during the presentation negotiation, and perform refinements as needed • Coordinate the signing of the SLA between the organisation and customers • Inform relevant stakeholders to activate the SLA; provide regular "audits, tracking and reports" to customers as a means of maintaining the SLA <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure the SLA is drafted and presented as a formal legal contract conforming to legal and/or organisation's standard

7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> i. communicate effectively to understand the clients/users required services or support needs ii. draft an SLA to fulfil the required services/supports of the clients based on the capacities of the organisation's resources iii. present and negotiate a service level to produce a final version of the SLA for signoff iv. ensure appropriate parties have copies of the SLA for actions v. understand the service metrics being measured and penalties on failure of the SLA
Remark	