

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

Functional Area - Strategic Management

Title	Manage IT service management strategy
Code	111204L6
Range	Coordinate the IT service management system documentations and monitor processes to adhere to standard
Level	6
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of IT service management</p> <ul style="list-style-type: none"> <li>• Understand the operations and processes involved in IT service</li> <li>• Understand the importance of cybersecurity in IT service</li> <li>• Understand the various factors, e.g. objectives and goals, success criteria, cost drivers, performance measurements, cybersecurity etc., affecting IT services for an organisation</li> <li>• Understand the various needs of IT services in an organisation</li> <li>• Understand IT tools and systems available in managing IT services</li> </ul> <p>2. Apply the knowledge of IT service management in an organisation</p> <ul style="list-style-type: none"> <li>• Monitor IT service activities involved in IT operations and IT processing</li> <li>• Maintain documentation of IT services</li> <li>• Make use of IT tools and systems in the management of IT services</li> </ul> <p>3. Enhance the effectiveness and efficiency of IT services in an organisation</p> <ul style="list-style-type: none"> <li>• Monitor IT service activities to ensure they are carried out in a timely manner</li> <li>• Ensure IT services are delivered securely and up to standards</li> <li>• Make appropriate changes to the systems or processes to enhance the effectiveness and efficiency of IT service management</li> <li>• Manage the IT activities involved in the most effective and efficient manner for the organisation</li> <li>• Demonstrate that the IT services of an organisation is achieving the set objectives and goals</li> </ul>
Assessment Criteria	The integrated outcome requirements of this UoC is the abilities to demonstrate the IT services are well managed and under control in the organisation in order to meet its business goals and objectives
Remark	This UoCs is related to and may overlap with UoCs defined in the Operations & Support functional area.