Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies

1. Title	Deliver the problem management services	
2. Code	ITSWOS403A	
3. Range	Deliver problem management service requests based on a set of processes, guidelines and procedures in the context of providing Problem Management services in an organisation or for a client [Operations and Support – Problem Management Service]	
4. Level	4	
5. Credit	1	
6. Competency		Performance Requirement
	6.1 Understand the position of problem management in support services	Be able to ▪ state the goal of problem management ▪ identify potential sources of problem on problem management ▪ be conversant with the workflow in problem management services
	6.2 Respond to problem/incidents, develop and execute problem management processes	Be able to ▪ record the problem according to established format and procedure ▪ classify and investigate the cause of income incident ▪ search Configuration Management database (CMDB) for possible clues and formulate a resolution in reply to income incident ▪ record problem resolution ▪ classify processes into reactive and proactive aspects to aid further analysis
	6.3 Conclude an service request	Be able to ▪ monitor resolution progress ▪ document the service request, reported symptom, actions taken and results on the log ▪ ensure formation of resolution on problem be conducted within agreed service level agreement ▪ make suggestion to improve the CMDB, in particular on the salient points for future reference in resolving similar incidents
	6.4 Perform problem management services in a professional manner	Be able to ▪ deliver problem management services in accordance with organization's guidelines as well as any (local and international) laws and regulatory requirements, if applicable ▪ deliver the services in an efficient and effective manner ▪ continuously and proactively improve on the problem management services
7. Assessment Criteria	The integrated outcome requirement of this UoCs is the ability to deliver resolution on cause of incidents based on the established Configuration management database.	
Remark	According to ITIL®, Configuration Management Database (CMDB) is commonly accessed by every process. Incidents, changes, etc, are part of CMDB.	