

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

1. Title	Deliver availability management services	
2. Code	ITSWOS406A	
3. Range	Deliver, maintain, update and administer the service level performance for availability management services for an organization [Operations and Support – Availability Management Services]	
4. Level	4	
5. Credit	2	
6. Competency	<p>6.1 Have basic knowledge in IT related to the availability management process</p> <p>6.2 Understand purposes and practices of the availability management process</p> <p>6.3 Comprehend the target/projected service level performance and performance indicators</p> <p>6.4 Identify the discrepancies between the actual service level performance and performance indicators and the target/projected service level performance and performance indicators</p>	<p><u>Performance Requirement</u> Be able to appreciate the roles and functions of IT related to the availability management process</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ adopt the principles of and adapt best practices for availability management process ▪ comprehend the performance level indicators <p>Be able to</p> <ul style="list-style-type: none"> ▪ define the availability requirements from business perspective and create the target/projected service level performance and performance indicators ▪ define the measurements and formula of the various service level performance indicators from the common IT systems (e.g. servers, storage, network, etc.) <p>Be able to</p> <ul style="list-style-type: none"> ▪ gather raw data for the computation of actual service level performance and performance indicators in accordance with the defined measurements and formulae using common system management components (e.g. UNIX, Windows & TCP/IP) ▪ interpret trends of the actual service level performance and performance indicators ▪ quantify the gaps between the actual service level performance and performance indicators and the target/projected service level performance and performance indicators

	<p>6.5 Find out the underlying reasons for the discrepancies between the actual service level performance and performance indicators and the target/projected service level performance and performance indicators</p> <p>6.6 Report the discrepancies and findings</p> <p>6.7 Deliver, maintain, update and administer the service level performance for availability management services professionally</p>	<p>Be able to</p> <ul style="list-style-type: none"> ▪ collaborate the effort of the various service delivery teams to carry out investigations of the underlying reasons for the discrepancies, if any ▪ plan and manage to bundle changes, package and distribute a release <p>Be able to put the discrepancies and the corresponding reasons for discrepancies into a format that facilitates the reporting to the customers and management</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ exercise industry best practices and adhere to standards as well as local and international standards, ▪ comply with organization's guidelines and procedures as well as any (local and international) laws and regulatory requirements, if applicable
7. Assessment Criteria	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> (i) identify and define the business availability requirements; (ii) measure and report the actual service level performance; (iii) track the achievement of the service level against the targeted service level; and (iv) collaborate the effort of other technical teams and support teams to maintain the availability plan. 	
Remark		