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

1. Title	Deliver service level management services
2. Code	ITSWOS420A
3. Range	Install and maintain software monitors and conduct analysis on performance with reports aligning to service level agreement (SLA) metrics in the context of providing service level management services for an organisation [Operations and Support – Service Level Management]
4. Level	4
5. Credit	3
6. Competency	

		Performance Requirement
	6.1 Understand the relationship between service level management and other operating and support activities	Be able to ▪ state that service level management is responsible for monitoring the quality of service and service level in operating and supporting activities with reference to the terms as specified in SLA ▪ identify and locate the activities specified in SLA such as, but not limited to, those connecting to availability management and capacity management
	6.2 Source appropriate software monitors and develop appropriate techniques for installing and maintaining the software monitors	Be able to identify, review and select suitable software monitors and develop internal techniques for installing and maintaining the software monitors
	6.3 Establish and maintain the monitoring capabilities	Be able to ▪ identify measurable parameters, metrics or monitoring controls in operation and support activities ▪ define properly the various monitoring controls ▪ implement monitoring controls that can be effectively measured to ensure services are being delivered in accordance with SLA ▪ take appropriate action to improve the capabilities of tools and techniques where necessary ▪ replace monitoring controls with more effective and efficient ones when those are proved to be obsolete, ineffective or inefficient
	6.4 Execute monitoring function and analyse the performance with respect to the SLA metrics	Be able to ▪ conduct monitoring of the service and support activities ▪ perform numerical analysis on the trends of performance against SLA targets ▪ ensure the monitoring matches the customer's true perception of the service ▪ suggest specific actions to improve service quality

		6.5 Perform monitoring and analysis of SLA metric in a professional manner	Be able to • perform monitoring and analysis activities in accordance with the organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable • perform the services in an efficient and effective manner • continuously and proactively improve on the SLA metrics
7.	Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) create and maintain monitor definitions and rules based upon the requirements from SLA; (ii) monitor and conduct analysis of output and performance of managed systems according to prescribed standards; and (iii) provide trend analysis reports.	
	Remark	This UoCs involves the trend analysis of the performance against SLA targets.	