

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

1. Title	Manage the day-to-day operations of service delivery	
2. Code	ITSWOS421A	
3. Range	Manage the day-to-day operations of service delivery in the context of performing service level management services for an organisation [Operations and Support – Service Level Management]	
4. Level	4	
5. Credit	3	
6. Competency		<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Understand the terms and conditions in service level agreement (SLA)</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ identify service level management customers and supportive service suppliers</li> <li>▪ recognize that the SLA being a binding document primarily as an interface with the customers about service details contained in the operational level agreement (OLA) and underpinning contracts</li> <li>▪ comprehend the terms and conditions in the SLA</li> <li>▪ relate operating and support services to customer activities and the corresponding clauses in the SLA</li> </ul> <p>6.2 Ensure the currency and comprehensiveness of the SLA, OLA and underpinning contracts</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ control the release of SLA, OLA and underpinning contracts by proper change management procedures</li> <li>▪ communicate the existence of the new SLA amongst the service desk and other support groups with details of when they become operational</li> </ul> <p>6.3 Produce service reports and circulate to customers</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ incorporate details of performance details against all SLA targets, together with any trends or specific actions being undertaken to improve service quality</li> <li>▪ interpret trends of the actual service level performance and performance indicators</li> <li>▪ estimate the resources required to produce and verify reports</li> <li>▪ generate reports for management and customers</li> </ul> <p>6.4 Manage appropriate service improvement programmes (SIP) to overcome the difficulties and restore service quality</p> <p>Be able to instigate a SIP to identify and implement whatever actions are necessary to overcome the difficulties and restore service quality</p>

	<p>6.5 Manage the day-to-day operations of service delivery in a professional manner</p>	<p>Be able to</p> <ul style="list-style-type: none"> <li>▪ manage the day-to-day operations of service delivery in accordance with the organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable</li> <li>▪ manage the day-to-day operations in an efficient and effective manner</li> <li>▪ continuously and proactively improve on the day-to-day operations of service delivery</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> <li>(i) ensure day-to-day operations of service delivery in accordance with the SLA;</li> <li>(ii) liaise with other support functions; and</li> <li>(iii) communicate with customers and support parties to ensure improvement requests or initiatives are taken care of.</li> </ul>	
Remark		