

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

1. Title	Monitor and control of the higher severity service request	
2. Code	ITSWOS501A	
3. Range	Monitor, coordinate and control an incident or service request with higher severity, impact, or beyond the coverage of the existing guidelines and procedures in the context of providing Help Desk services for an organization (Please see Remark 1 for explanation of severity) [Operations and Support – Help Desk Service]	
4. Level	5	
5. Credit	4	
6. Competency	<p>6.1 Know the Help Desk guidelines, procedures and process</p> <p>6.2 Have knowledge in Change and Problem Management Services</p> <p>6.3 Understand the roles and responsibilities of all people involved in IT operations</p> <p>6.4 Monitor and control of the Help Desk services function</p>	<p><u>Performance Requirement</u> Be able to determine whether an incident / service request fall in the organization's Help Desk guidelines and procedures</p> <p>Be able to comprehend the impacts of the activities planned, being implemented or recently completed in the Change and Problem Management functions on Help Desk services</p> <p>Be able to identify appropriate personnel to handle an unidentified cause incident</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ keep conversant with the set of process, guideline and procedures deployed in Help Desk ▪ understand the scope, impact and service level agreement of the Help Desk services ▪ monitor the short term performance of the Help Desk service function, intervene or escalate according to the applicable service level requirement ▪ observe for repeated incidents ▪ assess the overall severity and impact of the incidents ▪ handle the incidents collectively ▪ give guidance to deal with major incidents or events not covered in the existing guides or procedures, may work in conjunction with other IT functions ▪ communicate and coordinate with the relevant stakeholders during the exceptional events

	<p>6.5 Keep abreast with the Change and Problem Management function</p> <p>6.6 Identify the follow-up party in incidents with unidentified causes</p> <p>6.7 Identify the idiosyncrasy of the incidents, optimise on the resources, tools or processes</p> <p>6.8 Monitor an incident or service request in a professional manner</p>	<p>Be able to</p> <ul style="list-style-type: none"> ▪ assist in the root cause analysis task force and comprehend the root cause analysis report issued by the Problem Management function ▪ update the corresponding Help Desk guideline and procedure according to the result of the Change or the Problem Analysis activity <p>Be able to</p> <ul style="list-style-type: none"> ▪ identify the most relevant party/parties in incidents with unidentified causes ▪ invoke the problem management function to probe into the root cause of the special incident beyond the coverage of the existing guideline or procedure ▪ track the time elapsed and communicate with the reporting user and support parties at suitable time interval until incident closure ▪ escalate the incident or service request if the resolving time has exceeded the respective service level agreements <p>Be able to</p> <ul style="list-style-type: none"> ▪ collect feedback from users and other IT Operations and Support functions ▪ review the incident trend and idiosyncrasy ▪ tune the Help Desk short term resource deployment, tools, guidelines or procedures to optimise the service level achievements in resolving future incidents <p>Be able to monitor, coordinate and control an incident or service request beyond the coverage of the existing Help Desk knowledge database according to organization's guidelines and procedures</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <p>(i) upkeep the short term performance of Help Desk function to the service level agreement level with an established pool of resources and set of process, tool and procedure; and</p> <p>(ii) tune the Help Desk function with respect to resource deployment, process or tool.</p>	
Remark	<ol style="list-style-type: none"> 1. Severity of an incident usually measures against number/percentage of affected users, impact on a business function or process. 2. This UoCs comprises both the supervisory, day-to-day exception management and short term performance responsibility of the Service Centre function and Incident Management process of ITIL®. 	