

**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 problem management services	
2. Code	ITSWOS502A	
3. Range	Monitor, coordinate and control of day-to-day operation of the problem management process to meet the service level requirements in the context of providing Problem Management services in an organisation or for a client [Operations and Support – Problem Management Service]	
4. Level	5	
5. Credit	2	
6. Competency		<p><u>Performance Requirement</u></p> <p>6.1 Understand the workflow in problem management</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ keep abreast with the workflow in problem management ▪ comprehend the service level requirements agreed with problem management service users <p>6.2 Monitor and control of the Problem as referred from Help Desk agent or incident tracking system</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ respond to problem received from Help Desk ▪ monitor and pick up the problem having propensity to fail against service level requirement ▪ constrain and control the problem affected areas to minimize the business impact of the problem <p>6.3 Coordinate and facilitate problem analysis</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ coordinate and facilitate the support parties to analyse a problem ▪ diagnose the problem structurally in conjunction with the support parties to get to the root cause of the problem ▪ determine and implement the permanent resolution <p>6.4 Coordinate problem review and provide trend analysis information</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ coordinate the support parties to review a problem ▪ document the problem, corrective actions and review result for other support parties' reference ▪ translate the raw information into problem trend analysis report <p>6.5 Review the problem, make suggestion for improvement</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ review the problem cause and trend analysis report to identify action to prevent reoccurrence ▪ make suggestion to improve the problem determination guide or document the salient points for future reference in resolving similar problem

	<p>6.6 Perform monitoring of problem management process in a professional manner</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ monitor, coordinate and control problem management processes in accordance with organization's guidelines as well as any (local and international) laws and regulatory requirements, if applicable ▪ continuously and proactively improve on the problem management processes
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> (i) communicate with Help Desk and support parties in their working language; (ii) facilitate the analysis and review with support parties based on a structured decision framework to derive the root cause and appropriate corrective actions; (iii) formulate appropriate analysis report; (iv) stay calm in the communications with both the users and the support parties; and (v) learn from the problems and make suggestion for improvement.
<p>Remark</p>	<ul style="list-style-type: none"> 1. The participant is assumed to have a comprehensive knowledge in IT and its applications. 2. This UoCs comprises the problem coordinator role requirement for the Problem Management process of ITIL®.