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 service level fulfilment
2. Code	ITSWOS506A
3. Range	Monitor, coordinate, track and control fulfilment by all support parties to achieve the service level requirement in the context of providing availability management services for an organization [Operations and Support – Availability Management Services]
4. Level	5
5. Credit	3
6. Competency	<table><tr><td></td><td>Performance Requirement</td></tr><tr><td>6.1 Have basic knowledge in IT related to the availability management process</td><td>Be able to appreciate the roles and functions of IT related to the availability management process</td></tr><tr><td>6.2 Understand purposes and practices of the availability management process</td><td>Be able to adopt the principles of and adapt best practices for the availability management process</td></tr><tr><td>6.3 Devise proper controls to monitor the performance of each individual team</td><td>Be able to ▪ assess the effectiveness of controls and adopt the most effective and relevant controls towards the achievement of service level requirements ▪ agree targets of operating level agreements and underpinning contracts of availability, reliability and maintainability for the IT infrastructure components that underpin the IT service ▪ ensure that work done of each team is within the bounds of the controls ▪ ensure that the work done of each team can meet the overall service delivery in accordance with the required service levels</td></tr><tr><td>6.4 Ensure monitoring and reporting is being done in accordance with the devised controls</td><td>Be able to define the monitoring and reporting mechanism or procedures and the involved roles and responsibilities</td></tr><tr><td>6.5 Ensure remedial actions are taken whenever the work done by teams falls out of the bounds of the controls</td><td>Be able to assess the effectiveness of the remedial actions for any work done by teams falling out of the bounds of the controls</td></tr><tr><td>6.6 Monitor, coordinate, track and control fulfilment by all support parties to achieve the service level requirement professionally</td><td>Be able to ▪ exercise industry best practices ▪ adhere to local and international standards ▪ comply with organization's guidelines and procedures as well as any (local and international) laws and regulatory requirements, if applicable</td></tr></table>
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) devise proper controls to ensure that fulfilment by all support parties to achieve service level requirement; (ii) ensure that work done of each team is within the bounds of the controls and that the overall service delivery is in accordance with the required service levels.
Remark	