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

1. Title	Manage the service relationship with the customers and suppliers			
2. Code	ITSWOS514A			
3. Range	Manage the service relationship with the customers and suppliers in the context of performing service level management services for an organisation [Operations and Support – Service Level Management]			
4. Level	5			
5. Credit	3			
6. Competency	6.1 Locate customers and suppliers and their linkage	<ul> <li>Performance Requirement</li> <li>Be able to</li> <li>locate Information and Communication Technology (ICT) services consumer and the corresponding service suppliers</li> <li>identify the activities being conducted between the customers and suppliers</li> </ul>		
	6.2 Establish service level requirements from views of customer	<ul> <li>Be able to</li> <li>gather data from managerial and operational users within the customer community for full understanding of quality and service level requirements on operation and support activities</li> <li>search from reliable sources on comparable data for reference to aid negotiation with customers</li> <li>check the in-house support infrastructure and that from service suppliers are capable to meet customer requirement</li> </ul>		
	6.3 Finalize the contents of the service level agreement (SLA) and the initial service level targets	<ul> <li>Be able to</li> <li>review the needs from the customer and draw out requirements</li> <li>use in-house SLA template to negotiate with the customer to finalise the contents of the SLA and the initial service level targets</li> <li>develop the SLA alongside with the negotiation with customer</li> <li>agree with customer the SLA</li> </ul>		
	6.4 Establish underpinning contracts and operational level agreement (OLA)	<ul> <li>Be able to</li> <li>set out specific back-to-back targets for support groups that underpin the targets included in SLAs</li> <li>investigate existing contractual arrangements and upgrade them, if necessary, before committing to SLA with customer</li> <li>determine remedial or improvement actions with the support groups to improve weak areas where targets are not being met</li> </ul>		

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7. Assessment Criteria	The integrated outcome requirements of thi (i) gather business requirements, create (ii) ensure the support infrastructure is al the SLA; and	regularly review with the customers and the support parties on the service	
Remark			