

**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	<p>6.1 Locate customers and suppliers and their linkage</p> <p>6.2 Establish service level requirements from views of customer</p> <p>6.3 Finalize the contents of the service level agreement (SLA) and the initial service level targets</p> <p>6.4 Establish underpinning contracts and operational level agreement (OLA)</p>	<p><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> <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> <p>Be able to</p> <ul style="list-style-type: none"> <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> <p>Be able to</p> <ul style="list-style-type: none"> <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> <p>Be able to</p> <ul style="list-style-type: none"> <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>

