

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

1. Title	Establish and maintain the help desk process	
2. Code	ITSWOS523A	
3. Range	Define, design, establish, develop and review the process of providing Help Desk services for an organisation [Operations and Support – Help Desk Service]	
4. Level	5	
5. Credit	3	
6. Competency		<p style="text-align: center;"><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ understand the impact of Help Desk functions on the business of the organisation ▪ communicate the impacts of Help Desk functions to the end users <p>Be able to</p> <ul style="list-style-type: none"> ▪ comprehend the new service delivery plans across the IT organisation and the on-going development in IT operations ▪ integrate the new service delivery plans in the Help Desk function <p>Be able to plan, design, set up and implement changes to the resources, tools, knowledge base and processes of the Help Desk function to satisfy the service level requirements</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ liaise with the user community on an agreed Help Desk service requirement ▪ review user feedback and the performance reports of Help Desk function and devise plans for improvement ▪ upkeep or improve the user satisfaction level <p>Be able to define, design, establish, develop and review the Help Desk function of an organisation to satisfy service level requirements expected by end users</p> <ul style="list-style-type: none"> ▪ based on industry best practices and standards as well as local and international standards, and ▪ in compliance with organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable
	6.1 Have general business knowledge of the serving industry	
	6.2 Have comprehensive knowledge in IT and its role in the business process of the serving industry	
	6.3 Understand new service delivery plans and on-going development in IT operations	
	6.4 Plan, design, set up and implement changes to the Help Desk function	
	6.5 Liaise and review with the users on Help Desk function	
	6.6 Define, design, establish, develop and review the Help Desk function in a professional manner	

7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) define, design, establish and review Help Desk functions; (ii) upkeep or improve the medium and long term performance of Help Desk functions as defined in the service level agreement; and (iii) upkeep or improve the user satisfaction level.
Remark	This UoCs comprises the Help Desk management for the Service Centre function of ITIL®.