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

1. Title	Establish and maintain the problem management process
2. Code	ITSWOS524A
3. Range	Design, establish, develop and review the Problem Management process including the transfer of trouble shooting skills for future improvements 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	**6.1 Understand the structure, problem management policy and workflow of the organisation** **6.2 Keep abreast of the new service delivery plans and on-going development in IT operations** **6.3 Plan, design, set up and implement changes to the problem management process** **6.4 Liaise and review with the other IT functions and process owners** **6.5 Manage the problem management process in a professional manner**

		Performance Requirement
	6.1 Understand the structure, problem management policy and workflow of the organisation	Be able to ▪ identify the organisational structure and the position of the problem management team in it ▪ comprehend the problem management policy and the service level requirement agreed with users ▪ keep abreast with the workflow in problem management process
	6.2 Keep abreast of the new service delivery plans and on-going development in IT operations	Be able to comprehend the new service delivery plans across the IT organisation and the on-going development in IT operations, translate them into positioning in Problem Management process as part of the integral service delivery
	6.3 Plan, design, set up and implement changes to the problem management process	Be able to plan, design, set up and implement changes to the resources, work methods, tools, knowledge base and processes of the Problem Management process to satisfy the service level requirements
	6.4 Liaise and review with the other IT functions and process owners	Be able to ▪ liaise with the other IT function or process owners on an agreed Problem Management process service requirement ▪ review the support parties' feedback, the performance report of Problem Management process and devise plans for improvement ▪ upkeep or improve system availability and problem resolution rate
	6.5 Manage the problem management process in a professional manner	Be able to ▪ design, establish, develop and review the problem management process in accordance with organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable ▪ continuously and proactively improve the problem management processes

7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) comprehend plans in the IT organisation and be able to position accordingly in the Problem Management process; (ii) understand the role of IT and its outage implication in the major business processes of the serving organisation;

	(iii)	upkeep or improve the medium and long term performance of Problem Management process to the service level requirement level; and
	(iv)	upkeep or improve the system availability and problem resolution rate.
Remark	1.	The participant is assumed to have general business knowledge of the serving industry.
	2.	The participant is assumed to have a comprehensive knowledge in IT and its role in the business process of the serving industry.
	3.	This UoCs comprises the Problem Management process Owner for the Problem Management process function of ITIL®.