

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

1. Title	Manage the highest severity incident request
2. Code	ITSWOS601A
3. Range	Manage or co-manage the highest severity incident and critical situation with responsibility to trigger the IT fallback plan or give advice to business unit manager to invoke business continuity plan in the context of providing Help Desk services in an organisation or for a client [Operations and Support – Help Desk Service]
4. Level	6
5. Credit	3
6. Competency	<p style="text-align: right;"><u>Performance Requirement</u></p> <p>6.1 Understand the business implication of the IT systems</p> <p style="margin-left: 40px;">Be able to</p> <ul style="list-style-type: none"> ▪ understand the role of IT in the major business processes of the serving organisation ▪ understand the business impact of the IT problems to effectively communicate with the end users <p>6.2 Coordinate, monitor and control of the highest severity incident</p> <p style="margin-left: 40px;">Be able to</p> <ul style="list-style-type: none"> ▪ monitor and control of the highest severity incident ▪ coordinate with the relevant business unit managers, IT support party managers and the problem management process owner to ensure the incident is recovered with minimum disruption to users ▪ communicate with IT and business unit management on the implication of the incident and advise the necessary invoking of corresponding business continuity plan <p>6.3 Manage the highest severity incident in a professional manner</p> <p style="margin-left: 40px;">Be able to perform the following tasks according to the organization's guidelines as well as any (local and international) laws and regulatory requirements, if applicable</p> <ul style="list-style-type: none"> ▪ coordinate, monitor, and control the highest severity incident ▪ review the incident and suggest future improvements ▪ effectively communicate with end users on the business impact of the incident ▪ effectively communicate with technical personnel to resolve the incident to the level as agreed in the service level agreement
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) communicate and jointly devise mitigation and remedial actions with the business unit and IT managers during a major incident; and (ii) upkeep or improve the medium and long term performance of Incident management process to level agreed in the service level agreement.
Remark	This UoCs comprises the highest severity level incident management for the Incident Management process of ITIL®.