

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

1. Title	Manage the exceptional problems
2. Code	ITSWOS603A
3. Range	Manage the chronic, repetitive, high impact or cross platform problems in the context of providing Problem Management services for an organisation [Operations and Support – Problem Management Service]
4. Level	6
5. Credit	2
6. Competency	<p style="text-align: center;"><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 <p>6.2 Understand the IT infrastructure, system function and the inter-relationship of the IT systems</p> <p style="margin-left: 40px;">Be able to</p> <ul style="list-style-type: none"> ▪ show good understanding of the IT infrastructure, system function and the inter-relationship of the IT systems ▪ demonstrate good understanding of the system characteristics and historical performance ▪ express knowledgeably on the problem trend analysis methodology <p>6.3 Lead, monitor and control of the chronic, repetitive, high impact or cross platform problem</p> <p style="margin-left: 40px;">Be able to</p> <ul style="list-style-type: none"> ▪ monitor and control of the chronic, repetitive high impact or cross platform problem ▪ lead the problem management meeting and facilitate the support parties to ensure the problem root cause is identified and corrective actions are implemented <p>6.4 Review the problem for future improvement</p> <p style="margin-left: 40px;">Be able to</p> <ul style="list-style-type: none"> ▪ coordinate and facilitate the post-mortem problem review to suggest preventive actions for the recurrence ▪ propose change to the IT infrastructure, systems or process to improve the availability or minimise the problem impact <p>6.5 Manage the chronic, repetitive, high impact or cross platform problems in a professional manner</p> <p style="margin-left: 40px;">Be able to</p> <ul style="list-style-type: none"> ▪ manage the problems in an efficient and effective manner ▪ manage the problems in accordance with organization's guidelines as well as any (local and international) laws and regulatory requirements, if applicable
7. Assessment Criteria	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> (i) understand the role of IT and its outage implication in the major business processes of the serving organisation; (ii) express knowledgeably on IT infrastructure, system function and the inter-relationship of the IT systems; (iii) lead and facilitate the support parties to identify the chronic, repetitive, high impact or cross platform problem; and (iv) propose change to the IT infrastructure, systems or process to improve the availability or minimise the problem impact.

Remark	<ol style="list-style-type: none"><li data-bbox="443 197 1412 257">1. The participant is assumed to have general business knowledge of the serving industry.<li data-bbox="443 257 1412 318">2. The participant is assumed to have a comprehensive knowledge in IT and its role in the business process of the serving industry.<li data-bbox="443 318 1412 369">3. This UoCs comprises the Problem Management Manager for the Problem Management process of ITIL®.
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