

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

1. Title	Establish and maintain the service level management process	
2. Code	ITSWOS612A	
3. Range	Define, design, establish, develop and review the processes for service level management (SLM) in the context of performing service level management services for an organisation [Operations and Support – Service Level Management]	
4. Level	6	
5. Credit	3	
6. Competency	<p>6.1 Understand current service level management operating environment</p> <p>6.2 Define, design, establish and maintain the SLM processes</p> <p>6.3 Plan, design, develop and establish the SLM tools</p> <p>6.4 Communicate with customers and suppliers on current developments in SLM</p>	<p><u>Performance Requirement</u> Be able to conversant with the following items associated with SLM</p> <ul style="list-style-type: none"> ▪ the customers and suppliers ▪ the current processes and procedures ▪ the supporting infrastructure <p>Be able to</p> <ul style="list-style-type: none"> ▪ understand and communicate the benefits of SLM processes ▪ estimate the costs associated with implementing and executing SLM ▪ identify the risks inherent to implementation of SLM ▪ define the roles, tasks and responsibilities involved in the SLM processes ▪ quantify activities, resources, funding and quality criteria ▪ determine Key Performance Indicators (KPIs) and metrics to judge the efficiency and effectiveness of the SLM processes and function <p>Be able to</p> <ul style="list-style-type: none"> ▪ identify support tools, particularly for service level agreement (SLA) monitoring ▪ produce a service catalogue which should list all of the services being provided, a summary of their characteristics and details of the customers and maintainers of each ▪ plan the most appropriate SLA structure to ensure that all services and all customers are covered in a manner best suited to the organization's needs <p>Be able to notify and discuss with related customers and suppliers on potential changes to processes for improvement in effectiveness and efficiency in service level management</p>

	<p>6.5 Manage the SLM processes in a professional manner</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ design, establish, develop and review the SLM process in accordance with organization's guidelines as well as any (local and international) laws and regulatory requirements, if applicable ▪ continuously and proactively improve on the SLM processes
7. Assessment Criteria	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> (i) develop, implement and improve the delivery and support processes, working methods and tools; (ii) communicate with customers and support parties to ensure improvement request or initiative are taken care of; and (iii) liaise with other support functions.
Remark	