
Overview

This sub-discipline is about the competencies required to manage and maintain the day to day operation of the software, hardware and network infrastructure used by the IT/technology systems, services and assets supporting an organisation. IT/technology software, hardware and network infrastructure may exist both within a single organisation and also be shared/span across multiple organisations.

Software may include items such as:

- systems management software such as operating system software
- database management software
- software tools
- storage management software
- middleware for connecting applications and other components
- web services
- applications

Hardware infrastructure may include items such as:

- processors
- storage devices
- mobile devices
- input and output devices
- any other items of hardware required for the provision of IT/technology systems, services and assets for an organization

Network infrastructure includes all of the components necessary for any type of network, whether hard wired or wireless, which support the provision of IT/technology systems, services and assets for an organisation.

This sub-discipline requires not only an appreciation of the role and purpose of individual software, hardware and network products and services, but also of how they must be operated according to the architectural principles, standards and protocols that govern how they work together. It also requires an understanding of the service levels required by the organisation in order to operate effectively. Service operations involve not only monitoring and control, carried out from consoles or an operations bridge, but also operational aspects of processes from other sub disciplines such as change management and availability management.

Event management involves responding to events/triggers in the most appropriate manner, be this an event that indicates normal occurrences that require routine action or ones that indicate an abnormal occurrence that may result in an incident.

**Performance
criteria**

You must be able to:

Carry out service operations activities

- P1 Identify and document the procedures, tools and techniques relating to and required for service operations, as directed
- P2 Communicate with internal and external individuals and groups involved when issues arise in service operations, as directed
- P3 Assist others in identifying when tasks within the operations schedule need to be rescheduled
- P4 Assist others in the rescheduling of service operations activities as necessary to complete schedules

Monitor and report on the progress and completion of service operations activities

You must be able to:

- P5 Monitor adherence to and progress against operations schedules
- P6 Gather information from tracking the progress of operational schedules
- P7 Document information relating to the resolution of issues experienced during service operations activities, for reuse to inform future activities
- P8 Source information to support the reporting of performance of service operations against schedules, targets and/or metrics
- P9 Provide metrics and management information produced by service operations to internal and external sponsors, stakeholders individuals and other bodies, as appropriate
- P10 Assist others in monitoring the quality and effectiveness of service operations

Review, and help identify improvements to, the performance of service operations activities

You must be able to:

- P11 Apply appropriate expertise from internal and external sources to advise and guide on issues arising from failure to follow the service operations schedules
- P12 Report any issues arising from monitoring the progress and completion of service operations schedules, including necessary restarts, to relevant people

Knowledge and understanding

You need to know and understand:

Carry out service operations activities

- K1 Identify and select:
 - K1.1 the procedures, tools and techniques to use for service operations activities and their deliverables
 - K1.2 who are the customers of service operations
 - K1.3 who needs to authorise actions to be taken during service operations and event management activities
 - K1.4 who are the providers of any internal or external service operations or event management services
- K2 Use and apply:
 - K2.1 standards relating to service operations
 - K2.2 the systems and service lifecycle as appropriate to service operations
- K3 Record and store:
 - K3.1 the procedures, tools and techniques relating to service operations
 - K3.2 the actions required for any service operations task
 - K3.3 information relating to the resolution of issues experienced during service operations activities, so that it may be reused
- K4 Communicate and liaise with internal and external individuals and groups involved when issues arise in service operations
- K5 The relationship between software, hardware and network infrastructure activities and their deliverables and other service operation/management activities
- K6 What is the range of hardware, software and networking elements that constitute any it/technology service that must be provided
- K7 What information needs to be referenced and used during any software, hardware and network service operations and event management activities
- K8 What is the relationship between events, incidents, problems and changes
- K9 What are the:
 - K9.1 different ways of organising service operations and the skills, knowledge and expertise required for them
 - K9.2 range of tasks that service operations may be required to address
- K10 The fact that structured processes and procedures are essential to service operations and event management activities
- K11 The importance of:
 - K11.1 service operations and event management tasks being assigned to, then owned and actioned by nominated individuals and/or groups
 - K11.2 the service lifecycle and the service catalogue and/or portfolio as they relate to service operations and event management activities
 - K11.3 having secure and accessible backups
 - K11.4 having procedures for recovery/restart of operations
 - K11.5 and relevance of service operations and event management activities on the full service life cycle
 - K11.6 effective communication in service operations and event management activities with colleagues and customers of the service
 - K11.7 ensuring that correct documentation is developed and maintained for all service operations and event management activities
 - K11.8 the service and systems lifecycle and their impact on service operations and event management activities

- K11.9 ensuring confidentiality, integrity and security during service operations and event management activities and ensuring that sensitive business information is not disclosed inappropriately
- K12 How service operations and event management activities support service delivery and operation objectives
- K13 How to reprocess and rerun operational schedules in the event of failure

Monitor and report on the progress and completion of designated service operations activities

You need to know and understand:

- K14 Source, gather and collate information:
 - K14.1 from tracking the progress of operational schedules
 - K14.2 to support the reporting of performance of service operations against schedules, targets and/or metrics
- K15 Record and store the procedures, tools and techniques to monitor the quality and effectiveness of service operations
- K16 Monitor adherence to and progress against operations schedules
- K17 Report:
 - K17.1 any restart activities required in order to complete service operations tasks and schedules
 - K17.2 issues arising from monitoring the progress and completion of service operations schedules
- K18 Provide:
 - K18.1 information relating to events to relevant people
 - K18.2 metrics and management information produced by service operations to internal and external sponsors, stakeholders individuals and other bodies, as appropriate
- K19 What are the metrics used to assess service operations and the importance of these metrics being used to measure the performance of service operations and event management activities
- K20 The need for monitoring of the alignment of service operations and event management activities and their deliverables with service targets and service levels
- K21 The procedures, tools and techniques that can be used to:
 - K21.1 manage and monitor the activities of service operations
 - K21.2 monitor the alignment of service operations and event management activities and their deliverables with service targets and service levels

Review, and help identify improvements to, the performance of service operations activities

You need to know and understand:

- K22 Use and apply:
 - K22.1 lessons learned from previous service operations activities
 - K22.2 appropriate expertise from internal and external sources to advise and guide on issues arising from failure to follow the service operations schedules and activities
 - K22.3 best practice in service operations
- K23 Analyse and interpret information relating to the completion of service operations schedules in order to inform future actions
- K24 What are the potential implications of service operations and event management activities and their deliverables being incorrect,

- incomplete, inadequate and/or inappropriate
- K25 The fact that the services offered by service operations and event management activities have to change in line with any changing business needs for it/technology
- K26 The fact that business and organisational changes, particularly those involving changes to processes, or the introduction of new or enhanced technology will result in changes to service operations activities

ESKITP7013

IT/technology Service Operations and Event Management Level 3 Role

Developed by e-skills UK

Version number 1

Date approved September 2009

Indicative review date March 2014

Validity Current

Status Original

Originating organisation e-skills UK

Original URN 7013

Relevant occupations Application Support; Information and Communication Technology; Systems Support

Suite IT and Telecoms

Key words Software; Hardware; Network; Operation; Service level