
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 organisation

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

Manage and carry out activities that apply to service operations

You must be able to:

- P1 Implement and maintain strategy, policies, plans, standards, procedures, tools, techniques and plans that apply to service operations
- P2 Implementation and maintain service operations schedules
- P3 Implement and maintain the service levels, operational hours and metrics that apply to service operations, under direction
- P4 Identify when tasks within the operations schedule need to be rescheduled
- P5 Reschedule service operations activities as necessary to complete schedules, reporting action taken to relevant people
- P6 Ensure that staffing levels and skills are in line with the needs of service operations so that service operations can respond appropriately to any major incident(s) that may arise
- P7 Assist others in identifying the interdependency of tasks within the service schedule and the priorities for service operations tasks
- P8 Assist others in identifying the backup strategies and implementing backup and recovery procedures as part of service operations schedules

Monitor and report on the quality and effectiveness of service operations to meet business and organisational objectives/targets

You must be able to:

- P9 Monitor the quality and effectiveness of service operations, presenting performance against metrics to relevant people
- P10 Monitor and analyse the personal effectiveness of individuals working in service operations, taking action where appropriate to address issues under direction and in line with procedures
- P11 Apply the metrics to measure the performance of service operations, as directed

Review and identify improvements to service operations activities

You must be able to:

- P12 Manage relationships with all internal and external individuals involved in the provision of support to service operations activities, under supervision
- P13 Ensure that service operations can respond appropriately to any new/enhanced IT/technology systems, services or assets that are introduced

Knowledge and understanding

You need to know and understand:

Manage and carry out activities that apply to service operations

Identify and select who are the sponsors of and stakeholders for service operations or event management activities and who needs to be informed of any issues arising from these

- K1 Source, gather and collate information relating to the management information that should be provided by service operations to customers and to others as appropriate
- K2 Use and apply standards relating to service operations and event management
- K3 Document/complete/store the priorities to allocate to service operations tasks and operational schedules
- K4 Implement and maintain:
 - K4.1 the procedures, tools, techniques and plans that apply to service operations
 - K4.2 the service levels and operational hours that apply to service operations
 - K4.3 standards relating to service operations
 - K4.4 service operations schedules, and identify when tasks within the operations schedule need to be rescheduled
- K5 Manage relationships with all internal and external individuals involved in the provision of support to service operations activities
- K6 Take action and measures:
 - K6.1 to reschedule service operations activities as necessary to complete schedules
 - K6.2 in the event of individuals not meeting the targets and standards relating to their personal effectiveness in service operations
 - K6.3 to take account of internal and external factors that may impact on service operations
- K7 To ensure that staffing levels and skills are in line with the needs of service operations so that service operations can respond appropriately to any major
- K8 Communicate and liaise with external providers of service operations and event management services
- K9 The role of software, hardware and network infrastructure in supporting the service strategy
- K10 That particular individuals and/or groups may need to be involved in the management of software, hardware and network infrastructure and service operations
- K11 What is the range of issues, including legislation, regulations and external standards, associated with software, hardware and network service operations and event management activities and their

- deliverables
- K12 What are the implications of internal and external factors on service operations activities and their deliverables
- K13 What are the inter-relationships between all of the elements necessary to support the delivery and operation of it/technology services supporting an organisation
- K14 What are the implications of batch processing, real time processing, transaction processing and online and offline processing for the scheduling of operations
- K15 The fact that the perception that many customers may have of the quality of an organisation's it/technology systems, services and assets can be influenced heavily by the quality of the service operations and event management activities
- K16 The fact that the impact of any relevant legislation, regulations and external standards needs to be reflected in service operations and event management activities and their deliverables
- K17 Who:
 - K17.1 defines the priorities and scheduling of service operations
 - K17.2 are external providers of service operations and event management services
 - K17.3 are the sponsors of and stakeholders for service operations and event management activities
 - K17.4 sets the objectives and goals for service operations
- K18 The importance of:
 - K18.1 ensuring that all tasks involved in service operations and event management are assigned to those individuals and/or functions that can deal with them most effectively
 - K18.2 all individuals who undertake service operations and event management activities complying with the relevant strategy, policies, processes and procedures
 - K18.3 keeping relevant people informed of any issues encountered during service operations and event management activities that may cause disruption to service levels or to the organisation
- K19 The importance of:
 - K19.1 and relevance of service operations and event management activities on the full life cycle of information within an organisation
 - K19.2 service operations and event management activities being informed and directed by the business requirements and customer needs
 - K19.3 verifying where appropriate the accuracy, currency, completeness and relevance of information used during service operations and event management activities
- K20 The importance of managing:
 - K20.1 the expectations of customers in respect of service operations
 - K20.2 relationships with sponsors, stakeholders and external bodies on

matters relating to service operations and event management activities and their deliverables

Monitor and report on the quality and effectiveness of service operations to meet business and organisational objectives/targets

You need to know and understand:

- K21 Source, gather and collate information relating to the effectiveness of individuals working in service operations
- K22 Use and apply the procedures, tools, techniques and plans to monitor the alignment of service operations activities and their deliverables with business needs, service delivery/operations objectives and the service strategy and any relevant legislation, regulations and external standards
- K23 Use and apply:
 - K23.1 Information to support the reporting of the performance of service operations against the service strategy
 - K23.2 the metrics to measure the performance of service operations
- K24 Record and store:
 - K24.1 the procedures, tools, techniques and plans to monitor the alignment of service operations and their deliverables with any relevant legislation, regulations and external standards
 - K24.2 the procedures, tools and techniques to monitor the quality and effectiveness of external providers of service operations services
 - K24.3 the metrics that are used to measure the performance of service operations
 - K24.4 the results from monitoring the quality and effectiveness of service operations and event management activities and their deliverables
- K25 Implement and maintain:
 - K25.1 the procedures, tools and techniques to monitor the quality and effectiveness of service operations
 - K25.2 the metrics that are used to measure the performance of service operations
- K26 Monitor:
 - K26.1 the effectiveness of responses to events
 - K26.2 the quality and effectiveness of service operations
 - K26.3 the effectiveness of individuals working in service operations in responding to events and issues arising during service operations activities
- K27 Report:
 - K27.1 any rescheduling of service operation tasks required to enable completion
 - K27.2 the performance of service operations against metrics, to a range of internal and external individuals and groups
- K28 The fact that service operations and event management activities

provide a valuable source of management information relating to IT/technology systems, services and assets and their operation

- K29 Why there is a need to monitor:
 - K29.1 the quality and effectiveness of service operations and event management activities and their deliverables
 - K29.2 the alignment of service operations and event management activities and their deliverables with business needs, service delivery/operation objectives and service strategy and with any relevant legislation, regulations and external standards
 - K29.3 the effectiveness of individuals working in service operations against its targets and metrics
- K30 Why the activities and performance of service operations need to be formally reported on a regular basis
- K31 The importance of:
 - K31.1 obtaining relevant information from customers in order to ensure service operations and event management activities can be carried out to minimise any disruption to customers of the IT services, systems and assets
 - K31.2 reporting service operations performance on a regular basis
- K32 The procedures, tools and techniques that can be used to monitor the alignment of 'service operation and event management' activities and their deliverables with business needs, service delivery/operation objectives and service strategy
- K33 The procedures, tools and techniques that can be used to monitor customer satisfaction with service operations and event management activities

Review and identify improvements to service operations activities

You need to know and understand:

- K34 Identify and select lessons learned from previous service operations and event management activities and experiences
- K35 Source, gather and collate expertise from internal and external sources to advise and guide on issues arising from service operations
- K36 Use and apply information:
 - K36.1 relating to the effectiveness of individuals working in service operations in meeting its schedules and targets/metrics
 - K36.2 from tracking the progress of operational schedules
- K37 Record and store lessons learned from issues arising in previous service operations activities
- K38 Analyse and interpret the results gained from monitoring the effectiveness of individuals working in service operations
- K39 Present the results from monitoring the operation and performance of service operations against metrics
- K40 To ensure that service operations can respond appropriately to any

- new/enhanced it/technology systems, services or assets that are introduced
- K41 Why some organisations choose to outsource service operations and event management operations and others choose to manage them internally
 - K42 The importance of learning from real life service operations and event management activities and experiences and applying the learning back to improve service operations and the management of future events

ESKITP7014

IT/Technology Service Operations and Event Management Level 4 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 7014

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

Suite IT and Telecoms

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