

## Delivery and operation: Service operation; IT infrastructure ITOP

### **Description**

The operation and control of the IT infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or provisioned as cloud services) that is required to deliver and support the information systems needs of a business. Includes preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised and cloud computing environments and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability. The application of infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components.

### **Level 4**

Provides technical expertise to enable the correct application of operational procedures. Uses infrastructure management tools to determine load and performance statistics. Contributes to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualised environments. Implements agreed infrastructure changes and maintenance routines. Configures tools to automate the provisioning, testing and deployment of new and changed infrastructure. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers.

### **Level 3**

Carries out agreed operational procedures, including infrastructure configuration, installation and maintenance. Uses infrastructure management tools to collect and report on load and performance statistics and to automate the provisioning, testing and deployment of new and changed infrastructure. Contributes to the implementation of maintenance and installation work. Uses standard procedures and tools to carry out defined system backups, restoring data where necessary. Identifies operational problems and contributes to their resolution.

### **Level 2**

Carries out agreed operational procedures of a routine nature. Contributes to maintenance, installation and problem resolution.

### **Level 1**

Contributes, under supervision, to infrastructure operation.