

# SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Operations and User Support					
TSC Title	Problem Management					
TSC Description	Manage the lifecycle of problems to prevent problems and incidents from occurring, eliminate recurring incidents and minimise impact of unavoidable incidents					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ICT-OUS-3011-1.1	ICT-OUS-4011-1.1	ICT-OUS-5011-1.1	
			Handle specific problems from diagnosis and prioritisation to the identification and implementation of solutions	Introduce processes, guidelines and technologies to facilitate the management of problems throughout their lifecycle	Establish problem management strategies, protocols, and mechanisms to guide the prevention, resolution and minimisation of problems and their effects	
Knowledge			<ul style="list-style-type: none"> <li>Problem management process</li> <li>Incident management process</li> <li>Tools used in problem and incident management</li> <li>Usage of categorisation, impact and priority coding systems in problem management</li> <li>Principles of reactive and proactive problem management</li> <li>Documentation requirements and protocols in problem management</li> <li>Usage of documentation tools, systems and records to log relevant information throughout the problem's lifecycle</li> </ul>	<ul style="list-style-type: none"> <li>Principles of problem management throughout its lifecycle</li> <li>Relevant tools, processes and technologies to facilitate problem identification, investigation, analysis and resolution</li> <li>Problem investigation and diagnosis techniques and methodologies</li> <li>Problem prioritisation and sizing techniques, methodologies and parameters</li> <li>Best practices and industry standards in documentation related to problem management</li> </ul>	<ul style="list-style-type: none"> <li>Industry best practices in problem management</li> <li>Critical processes and key touchpoints throughout the lifecycle of problems</li> <li>Indicators of potential problems</li> <li>Best practices and key components in problem management review</li> <li>Impact of problem management reviews on service reviews and stakeholder satisfaction</li> </ul>	

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Abilities			<ul style="list-style-type: none"> <li>• Monitor the lifecycle of specific problems</li> <li>• Diagnose the causes of incidents and problems</li> <li>• Categorise incidents and problems according to established guidelines</li> <li>• Identify appropriate solutions to resolve problems</li> <li>• Implement solutions to address the problem through appropriate control procedures</li> <li>• Propose solutions to prevent future occurrences of similar problems</li> <li>• Document information about problems and the appropriate workarounds and resolutions</li> </ul>	<ul style="list-style-type: none"> <li>• Manage the lifecycle of a wide range of problems</li> <li>• Introduce technologies and processes to enable automated detection of incidents or problems</li> <li>• Perform investigations and deep analysis of a problem to fully understand its root causes</li> <li>• Develop guidelines and methods for prioritisation and categorisation of problems according to their severity, frequency or potential implications</li> <li>• Recommend solutions to address the root cause of problems and minimise the reoccurrences of similar problems</li> <li>• Monitor documentation and tracking of problems encountered and resolved</li> </ul>	<ul style="list-style-type: none"> <li>• Oversee the management of all significant problems throughout their lifecycle</li> <li>• Establish organisation-wide problem management protocol and standards</li> <li>• Introduce organisation structures, processes and infrastructure to guide the efficient and effective prevention, resolution and minimisation of problems and their effects</li> <li>• Develop strategies to pre-empt potential problems from occurring</li> <li>• Endorse solutions to address the root cause of problems to minimise the reoccurrences of similar problems</li> <li>• Lead the review of all significant problems and the solutions being implemented</li> </ul>	
Range of Application						