

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

TSC Category	Stakeholder and Contract Management					
TSC Title	Service Level Management					
TSC Description	Plan, monitor and manage service provisions for the achievement of agreed service level targets					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ICT-CFC-3052-1.1	ICT-CFC-4052-1.1	ICT-CFC-5052-1.1	ICT-CFC-6052-1.1
			Monitor service levels, review and report service delivery deviations	Manage fulfilment of service level agreements (SLAs) and resolve issues to maintain overall service levels	Evaluate service levels and oversee improvements to enhance service performance	Formulate the organisation's service delivery standards and strategy, drive a service level agreement (SLA)-oriented mindset, and establish strategic networks and partnerships
Knowledge			<ul style="list-style-type: none"> <li>Methods for data collection and analysis</li> <li>Organisational standards and guidelines for service delivery</li> <li>Organisational procedures for escalation and reporting of service level agreements (SLAs) breaches</li> <li>Service performance metrics</li> <li>Types of SLAs</li> </ul>	<ul style="list-style-type: none"> <li>Communication channels and methods</li> <li>Key drivers of customer satisfaction</li> <li>Diagnostic methods and tools</li> <li>Service quality planning frameworks</li> <li>Service monitoring methodologies and tools</li> <li>Service resolution procedures and techniques</li> </ul>	<ul style="list-style-type: none"> <li>Contract management processes</li> <li>Negotiation tools and techniques</li> <li>Quality of Service (QoS) parameters and measures</li> <li>Service improvement programme design methods</li> <li>Service recovery policies and methods</li> <li>Stakeholder relationship development concepts and techniques</li> </ul>	<ul style="list-style-type: none"> <li>Industry best practices for service management</li> <li>Organisational objectives and strategic outcomes</li> <li>Regulatory standards and requirements on SLAs</li> <li>Service management frameworks and methodologies</li> <li>Service recovery policies and frameworks</li> </ul>
Abilities			<ul style="list-style-type: none"> <li>Monitor service delivery performance metrics</li> <li>Interpret customer satisfaction data and information according to defined performance metrics</li> <li>Assess gaps in service delivery against agreed service levels and performance metrics</li> </ul>	<ul style="list-style-type: none"> <li>Develop operational plans to deliver on requirements of SLAs</li> <li>Evaluate service delivery performance against agreed SLA requirements</li> <li>Analyse customer satisfaction data and information in relation to service delivery</li> <li>Evaluate service performance metrics to</li> </ul>	<ul style="list-style-type: none"> <li>Negotiate service level requirements and manage contracts</li> <li>Develop relationships with service providers and customers</li> <li>Spearhead implementation of service management framework</li> <li>Establish measures and controls to achieve desired service levels</li> </ul>	<ul style="list-style-type: none"> <li>Lead formulation of service level requirements in line with business and technical requirements</li> <li>Harmonise alignment of SLAs to organisational objectives</li> <li>Anticipate impact of trends and regulations on SLAs</li> <li>Build strategic networks and partnerships with</li> </ul>

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			<ul style="list-style-type: none"> <li>• Prepare service reports on performance and breaches of SLAs</li> <li>• Identify issues in service delivery or potential breaches of SLA</li> <li>• Resolve issues or breaches of SLAs as per guidelines</li> <li>• Provide support on service delivery and SLA maintenance to key stakeholders</li> <li>• Suggest actions for service recovery or improvement of service levels</li> </ul>	<ul style="list-style-type: none"> <li>• proactively identify potential issues or breaches of SLAs</li> <li>• Communicate potential or actual breaches to key stakeholders</li> <li>• Investigate issues in service delivery</li> <li>• Assess service achievements to support preparation for service reviews</li> <li>• Implement actions for service recovery or improvement of service levels</li> </ul>	<ul style="list-style-type: none"> <li>• Create processes and procedures to enable the regular monitoring of service performance</li> <li>• Lead service recovery initiatives and engagements with key stakeholders</li> <li>• Devise roadmaps for process improvement to enhance service levels</li> <li>• Conduct service reviews with service providers and customers</li> <li>• Evaluate QoS and SLAs and propose changes to services or service levels in alignment with the organisation's SLA strategy</li> </ul>	<ul style="list-style-type: none"> <li>• critical stakeholders, service providers and customers</li> <li>• Establish service management framework for the organisation</li> <li>• Drive organisational excellence in service delivery and service level management</li> <li>• Oversee implementation and design of organisational policies and processes to ensure service continuity</li> <li>• Design organisational service recovery framework and policies</li> </ul>
Range of Application						