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| **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** |  |  | * Methods for data collection and analysis * Organisational standards and guidelines for service delivery * Organisational procedures for escalation and reporting of service level agreements (SLAs) breaches * Service performance metrics * Types of SLAs | * Communication channels and methods * Key drivers of customer satisfaction * Diagnostic methods and tools * Service quality planning frameworks * Service monitoring methodologies and tools * Service resolution procedures and techniques | * Contract management processes * Negotiation tools and techniques * Quality of Service (QoS) parameters and measures * Service improvement programme design methods * Service recovery policies and methods * Stakeholder relationship development concepts and techniques | * Industry best practices for service management * Organisational objectives and strategic outcomes * Regulatory standards and requirements on SLAs * Service management frameworks and methodologies * Service recovery policies and frameworks |
| **Abilities** |  |  | * Monitor service delivery performance metrics * Interpret customer satisfaction data and information according to defined performance metrics * Assess gaps in service delivery against agreed service levels and performance metrics * Prepare service reports on performance and breaches of SLAs * Identify issues in service delivery or potential breaches of SLA * Resolve issues or breaches of SLAs as per guidelines * Provide support on service delivery and SLA maintenance to key stakeholders * Suggest actions for service recovery or improvement of service levels | * Develop operational plans to deliver on requirements of SLAs * Evaluate service delivery performance against agreed SLA requirements * Analyse customer satisfaction data and information in relation to service delivery * Evaluate service performance metrics to proactively identify potential issues or breaches of SLAs * Communicate potential or actual breaches to key stakeholders * Investigate issues in service delivery * Assess service achievements to support preparation for service reviews * Implement actions for service recovery or improvement of service levels | * Negotiate service level requirements and manage contracts * Develop relationships with service providers and customers * Spearhead implementation of service management framework * Establish measures and controls to achieve desired service levels * Create processes and procedures to enable the regular monitoring of service performance * Lead service recovery initiatives and engagements with key stakeholders * Devise roadmaps for process improvement to enhance service levels * Conduct service reviews with service providers and customers * Evaluate QoS and SLAs and propose changes to services or service levels in alignment with the organisation’s SLA strategy | * Lead formulation of service level requirements in line with business and technical requirements * Harmonise alignment of SLAs to organisational objectives * Anticipate impact of trends and regulations on SLAs * Build strategic networks and partnerships with critical stakeholders, service providers and customers * Establish service management framework for the organisation * Drive organisational excellence in service delivery and service level management * Oversee implementation and design of organisational policies and processes to ensure service continuity * Design organisational service recovery framework and policies |
| **Range of Application** |  | | | | | |