

EUCIP

Help Desk Supervisor

Professional Profile Specification

Version 3.0, April 2011

Short Description

A EUCIP Help Desk Supervisor is expected to be effective in providing technical support; this requires competence in a specific technology (context-dependent e.g. web services), but also familiarity with SLA contracts, awareness on client business operational priorities and on typical user issues, as well as a positive attitude to problem response and customer relations.

This profile requires a minimum work experience of **12** months in a compatible job role; if this requirement is not fulfilled, the candidate might be certified as an **Associate** Help Desk Supervisor.

Tasks Overview

According to the scope of the tasks assigned by the Management, develops and manages an effective support service to the final users and/or to the local maintenance structures in order to assure full usability of systems, products and applications.

Based on the mission of the structure of help desk and on the specific requirements coming from the company organizational structure, identifies the goals and the requirements due to the company choice, the strengths and weaknesses which need attention in the project development. Makes SWOT analysis.

Transmits to operational group the sense of the mission, and involves them in the business engagement. Develops in the help desk group the vision of the customer like focal point of the company activity, the customer orientation and the service orientation like guidelines of the whole activity, and the customer value like working tool to evaluate each activity. Identifies the customer priorities and the service components with the greater value for the customer.

Defines or collaborates to set the SLA and the standards of service of the Help Desk structure, transforms these standards in operating instructions, chooses the fitting performances and quality indicators, implements and activates the procedures of data collect and monitoring, and the procedures of gap management.

With a good competence of the Help Desk technologies, identifies and suggests implementations or improvements for hardware and software infrastructures to give more efficiency and effectiveness to the agents activities (e.g. telephone and computer technologies, ACD, IVR, CTI, VoIP, knowledge tools, CRM).

Evaluates the effectiveness of the typical tools for the customers support, defines the correct implementation and monitoring of the operational performances (e.g. e-mail, web chat, FAQ, web self service, remote management, vocal portal, ..)

Evaluates the effectiveness of the typical tools for the incidents management, defines the correct implementation and monitoring of the operational performances (e.g. cases management, ticketing, troubleshooting, workflow,..).

Identifies the cost factors of the structure of the Help Desk service, develops a cost/benefit analysis for each component.

Related to the value of the service given by the customer for each service unit, defines for each structure element the continuity level and the disaster recovery plan, the backup procedures and the continuity systems.

According to the targets of performances, determines the numbers of access channels, the lines managed and the hold system, the number of operating places, the number of assigned agents. Prepares an articulated capacity planning of the structure.

Related to the service hours and the traffic hypothesis of user requests, plans the manpower dimension, the shifts articulation, and defines the emergency procedures in case of a strong variation of the volumes of contact requests.

Plans, implements and monitors the procedures of the support service delivery, defining the necessary basic competences that must be available to the agents, like training, courses, technical documents, knowledge data base, and so on.

To support the agents, defines samples of standard answers, phone scripts, e-mails or other communication channels (e.g. web form).

Supports the development of frequently asked questions (FAQ), for internal use or for self service systems.

Indicates the correct modes of communication and the use of language both for verbal communication and netiquette, stimulating the creation of a dictionary for standard terms.

Defines the standards of information and cases documentation. Also defines the procedures of the significant cases that must become common patrimony of the agents implementing the knowledge base, and defines the procedures through which the cases must generate the FAQ for standard use.

Defines the procedures of identification of exceptions and their management, making available escalation procedures with clear responsibility, resolution time and mode of communication with the support service user.

In case of a situation not directly solvable or that requires the activation of the escalation procedures, defines the identification and the user proposal of emergency solutions to maintain the usability of the product, partially or degraded, and satisfy the customer's current needs.

Defines periodic reports with the relevant indicators on the performances of the activities support service, monitoring quality and quantity aspects. Uses reports to understand operational and management situations, cases solving, and competence level offered by the department. Uses such reports, activated for each different communication channel, in order to activate improvements and best practices and to evaluate timing and effectiveness of the actions taken.

Indicates technical and behavioural skills necessary that are required for the agents, identifying the basic attitudes, the competences to be developed with adequate training, the experiences to be developed with on the job training. Defines also the evaluation and appraisal procedures.

According with trainers, defines the customer care and customer management skills, the troubleshooting techniques and problem solving competences, the negotiation techniques, that must constitute the items of the training and periodic re-training.

Predisposes periodic programs of appraisal of the agents competences, analyzes competence gaps and proposes training programs using the different training tools available (on the job training, self training, community, etc.)

Estimates the opportunity to improve the technical competence of the support service users through the activation of remote training or other training techniques available.

Predisposes and manages motivation programs of the structure components, for each agents and for group building purpose.

Proposes and organizes periodic survey of the customer satisfaction, improving the activities value of the support service in order to improve the offer of service, the offered competences and management procedures.

Essential Behavioural Skills [4]¹

The Help Desk Engineer role requires a good general knowledge, excellent oral and written expression, and a very wide range of more specific behavioural skills.

Attention to the client, interaction, ability to collect information, plus keen organisational and commercial sensitivity are required to understand quickly the client's needs.

Analytical and comparative intelligence, imagination and proactivity are required to formulate and validate solutions.

Attention to detail, a logical-minded and goal-driven approach, flexibility, determination, planning and control aptitude, teambuilding and leadership are required to achieve effective results.

¹ numbers in brackets represent EUCIP points

Detailed Skills Required

Deep competence level [17,5]

A7.01 Health and safety [1]

- Apply the special H&S considerations pertinent to hardware.
- Plan actions to minimise or eliminate potential H&S hazards.
- Observe the main relevant EU and national H&S legislation and directives.

A1.09 Help Desk program definition [1,5]

- Understand the rationale for business activity modelling.
- Use SWOT analysis.
- Define business activities for the unit.
- Define the organizational unit in terms of cooperation, monitoring and control.
- Perform conflict resolution between perspectives.
- Identify main goals for the organizational unit.
- Use presentation tools to describe the operational scenario.
- Use presentation tools to describe the implementation project.
- Use “customer needs tools” to define a list of major requirements for the unit (eg. Focus group, market research, marketing analysis,...).
- Use negotiation techniques to involve the other structures.
- Use motivation and cooperation techniques to involve the operation structure (personnel).
- Define the activities as detailed as necessary for estimation.
- Estimate the resources and the duration of the defined activities.
- Develop an optimal and/or possible schedule; think about best case and worst case scheduling.

C7.04 Quality and performance standard [1,5]

- Describe the existing standards for the services (eg. ISO, EN, UNI).
- Describe the standards or the rules of service defined for the specific operational sector of the company from Standardization Organization or Public Authority.
- Define SLA (service level agreement) with the external subject or internal organizational unit that entrusts the service.
- Negotiate the SLA impact with the units to align the results.
- Defines the performances monitoring system in according with SLA.
- Define the Kpi's (key performance indicators) for the units activities fitting the customer need and the company strategy.
- Define the maps of coherence from the different communication channels and the different type of customer interaction.
- Define priority levels and response time of the different customer interaction.
- Define data collect and monitoring procedures.
- Use presentation tools to describe monitoring and gap management procedures.

- Assign specific responsibility for monitoring and gap management procedures.
- Use graphic tools to define the support service delivery procedures.
- Implement the organizational manual to support agents.
- Collaborate with IT departments to develop procedures.
- Organize an appropriate and timely distribution of all relevant information.
- Organize and manage reports on project performances.

C7.01 IT service delivery [1,5]

- Contribute to the creation, via cost-based negotiation, of Service Level Agreements by stating business quality requirements for the specified service.
- Contribute to the organisational Capacity Plan by eliciting predictions of service usage (both existing and planned).
- Contribute to the Business Continuity Plan for an organisation, by specifying threats to and the recovery needs of each service offered by the organisation to its customers.
- Evaluate risk reduction and contingency options prepared by Service Management staff within an organisation.
- Contribute to Continuous Service Improvement plans on behalf of the business.
- Evaluate the various options for Service Desk support suggested by IT Service Management.
- Ensure full support for new services is in place before system implementation is completed.
- Liaise with Service Management staff over the technical impact of requested business changes to existing services.
- Contribute to business impact analysis of all requests for change to a service.
- Assist the business in specifying requests for change to existing services using ITIL© - ISO20000 standards or equivalent.

C7.02 Service management essentials [1,5]

- Establish a proper Service Level Management process and explain its benefits for the organisation.
- Evaluate the main elements of a Service Level Agreement.
- Compare the uses and purposes of Service Level Agreements, underpinning contracts and Operational Level Agreements.
- Negotiate SLA (Service Level Agreement) with internal / external customers and suppliers.
- Identify roles / responsibilities in order to control the actual service level against SLA.
- Promote initiatives for customer satisfaction and benchmarking.
- Set up a proper policy for availability and capacity planning and for IT Service contingency planning.
- Design and assure automatic capture of information for SLA.

A2.04 Human resources and working environment [2]

- Plan the necessary human resources and define the organisational structure.

- Develop and keep a powerful and motivated team.
- Use competence list and resource profiles to define skill needs for the agents.
- Define the recruitment process.
- Define the hiring process (timing, type of contract, ..).
- Identifies staff roles, responsibilities and tasks.
- Make the initial shift scheduling.
- Organize the working environment for the department.
- Prepare a check list of requirements regarding the physical and organizational environment.
- Negotiate with other departments the physical layout, the quality of furniture and supplies.

A4.05 Call center technologies [1,5]

- Evaluate the main tools of the operating place (personal computer, telephone, phone caps...).
- Recognise the main systems of calls acquisition and distribution (ACD, VRU, IVR, phone server, ...).
- Distinguish between the other telephone technology tools, Computer telephony integration (CTI) and Voice over Internet Protocol (VoIP).
- Know how to use a CRM system to:
 - o develop and consolidate the customer loyalty,
 - o improve and monitor the level of customer satisfaction,
 - o acquire deeper information on each customer,
 - o identify the more important and profitable customers for the company.
- Know how to integrate the different channels of communication and relation with the customer.
- Recognise the most common case management, ticket management and problem resolution systems.
- Know how to use the knowledge base tools to:
 - o support agent activities,
 - o improve the management of customer information,
 - o improve the information disposability to all the levels of the organization,
 - o supply instruments of analysis that increase the value of the information.
- Use the main internet functions (search engines, e-mail, forum, chat).
- Know how to use the main no-phone customer support tools (e-mail, remote control tools, web chat, web case access and web self-help, e-support contact engine).

C7.05 Customer interaction techniques [1,5]

- Define the information and knowledge data base to support the agents
- Agree with other structure timing and process to update information and documentation
- Use phone scripts, e-mail standard, standard forms to define standard answers for the agents

- Use IT techniques to define and support the develop of FAQ system (IVR, self service, web portal)
- Define best practices for customer interaction
- Define handling customer issues practices
- Define follow up techniques
- Define best practices for e-mail, fax and web correspondence
- Define best practices for documentation
- Define standard of documenting all pertinent information
- Define procedure to record customer contact
- Define the rules for data and file access according the privacy requirements

A6.03 Communication professionalism [1,5]

- Know how to identify the targets and the groups of belongings of the clients of the service.
- Characterize the elements and the individual characteristics that can influence the phone communication and the effectiveness of the service.
- Estimate the importance of the not oral communication on the effectiveness of the service.
- Define standards of answer and management of the interlocutors (announcement of the service, script of acceptance, etc).
- Construct a table to put to disposition of the agents with the main correlations between interlocutors, their characteristics (group of belongings, sex, age...) and the most effective communication modalities (formal vs. informal language, etc.)
- Construct a table to put to disposition of the agents that correlates the competence of the callers (various skill levels: expert, fan, novice, not competent, VIPs, other support center professionals) and the more effective attitudes to assume from the agents.
- Evaluate with the agents the importance of the voice (inflection, volume, tone, rhythm, confidence and clarity, intensity, mirroring, ..) in the different approaches.
- Define the relational competences and transfers the know how and the importance to the agents.
- Define and proposes to the agents how to manage customer expectations during a call.
- Define and proposes to the agents how to handle stress difficult customers and effectively deal with stress.
- Define the correct procedures and modalities for the operating management of the calls (call suspension, putting on hold, call transfer, passage of delivery).

C7.06 Troubleshooting and problem prevention [1,5]

- Know how to improve active listening and problem solving skills of the agents.
- Define the minimum and basic elements of information to manage the case.
- Define and propose to the agents how to ask good questions (open-ended questions, closed-ended questions).
- Define the techniques of management of the demands (analysis of the problem, searching of the possible solution, presentation of the

solution, agree with customer on the solution proposed, agree ways and times of performance, identification of the exceptions).

- Define the processes of troubleshooting in order to analyse a need or a problem (problem setting).
- Define the processes of search, determination and elaboration of the possible solution (problem analysis and problem solving).
- Know how to present a solution and to obtain the agreement with the caller.
- Define clearly how to identify abnormal situation and how activate the escalation procedures.

A6.04 Human resource and team management [1,5]

- Based upon the competence list, collaborate with Human Resource department to define the assessment of the personnel.
- Define training for agents.
- Define timing and tips to re-training the agents.
- Identify, describe and motivate the rules to evaluate each component of the staff.
- Know and use the techniques of performances evaluation like MBO (Management By Objectives).
- Know and use the standards of agents competences evaluation or certification to define roles and career step.
- Know and use gap analysis for agents periodic evaluation, training and motivation.
- Develop a motivation program based on contests related to services performances, operational standards, individual goals.
- Describe and promote the motivation program in the structure and communicate the results and the best performer around the whole organization.

C7.07 Service survey [1]

- Identify and propose for the specific situation the better technique for periodic service survey (mystery call, re-work of interesting cases, quality group, ...).
- Identify and propose for the specific situation the better technique for periodic customer satisfaction survey (phone interview, mailing, automatic questions via IVR, ...).
- Analyze the customer satisfaction results to improve the offer of service.
- Evaluate the service survey and customer satisfaction survey to eventually undergo a Quality Certification or Service Certification.
- Know the basic techniques of communication and marketing to collaborate with Marketing and Communication Departments to present the best service results.

Incisive competence level [10,5]**A1.03 Organisational strategies and related IT system selection [1]**

- Classify organisations based on their type, internal structure, legal status etc.
- Evaluate the role IT plays in different types of organisation.
- Evaluate the impact of different organisational structures on the management of IT.
- Evaluate Corporate Mission Statements.
- Build a business plan for a particular organisation.
- Evaluate the major techniques for building a business strategy.
- Involve functional managers and key users to identify the key business needs.
- Propose new technical & organizational tools to improve office automation and productivity (e-mail, document/content management, cooperative workflow with external partners).
- Identify IT solutions for factory automation.
- Outline the IT needed to deliver a given business plan.
- Select a portfolio of computer support tools for management of an organisation.
- Contribute to an overall strategy for leveraging of organisational knowledge, memory and learning.
- Use well-known decision making and problem solving techniques.
- Select suitable Management Information Systems (MIS) software for an organisation.
- Evaluate the usefulness of different IT-based workflow systems.
- Compare the effectiveness of virtual team working and physically co-located team working.
- Establish a collaborative structure, using relevant technology.
- Evaluate implementations of collaborative technologies.
- Evaluate the potential of internal social networks for strengthening staff relationships, particularly in distributed organisations.
- Contribute to the implementation and communication of effective policies regarding corporate responsibility (as defined by standards like ISO 14001), including social and environmental sustainability and some specific actions such as design for all, green IT, stakeholder involvement through social networks.
- Evaluate the link between an IT strategy and the business strategy.
- Design appropriate matches between organisational need and IT provision.
- Identify the strengths and weaknesses of MIS, On-line Transaction Processing (OLTP) and related system types.
- Contribute to the specification of a Data Warehousing system to support Business Intelligence (analytics) users.

A3.04 Customer Management and Retention [1]

- Describe typical business processes and procedures in the following areas:
 - o sales order entry, both for standard products / services and for configured products /with custom features and options,
 - o sales order control, allocation of stock, shipment and invoicing,

- customer service, accounting and billing,
- accounts receivable: sales, invoicing, credit collection,
- sales commission management.
- Check customer’s financial position, credit limit and current exposure.
- Evaluate potential disadvantages in case of failed customer retention.
- Understand the usage of specific IT tools supporting the sales cycle, such as SFA systems (sales force automation).
- Discuss how to use an accounting and reporting system (chart of accounts, cost centres etc.) in order to track specific sales accounts and to measure sales volumes and profitability based on specific performance indicators.
- Apply a procedure for regular monitoring of customer’s satisfaction and needs (i.e. sales opportunities) in accordance with possible corporate standards defined by the employing organisation.
- Evaluate the use of social media for customer management and retention.
- Apply the concept of cross selling and evaluate related advantages for the customer (“one stop shop”) and for the supplier (increased sales volumes, ..).

A4.04 Technology opportunities and package selection [1]

- Analyse service processes and compare them against alternative solutions proposed by standard software packages (“best practice” approach).
- Evaluate the Internet as a tool for creating new opportunities for service offering.
- Produce a report documenting the major features of Customer Relationship Management tools.
- Define a framework for effective package selection.
- Evaluate a software package against defined requirements.
- Work within a framework for package selection.
- Document the functional match of a package solution.
- Contribute to gap analysis for a package selection.
- Present the recommendation for a specific package solution.

A7.03 Data protection [1]

- Evaluate the importance of preventing unauthorized access to business-critical data.
- Analyse issues related to data protection, personal rights regarding privacy and free access to information held by public authorities.
- Explain the principal concepts of the laws in force in the own country and compare them with European recommendations and different jurisdictions.
- Determine which rights, restrictions and obligations apply in a given real case, and what they mean to the organisation.
- Define a robust organisational approach to cope with such regulations and business priorities.
- Analyse risks by probability and severity and identify adequate countermeasures.

- Design procedures for obtaining, using and storing sensitive personal data in compliance with specific requirements, such as:
 - o information on why, how and by whom the data are used,
 - o right to access personal records and to have them deleted,
 - o anonymity and secrecy.
- Propose effective ways to train employees about processes, and responsibilities (both organisational and personal).
- Analyse storage solutions and business practices in terms of security and appropriate availability.

C2.04 Essentials of Operating Systems & resource sharing [2]

- Differentiate between the most widespread operating systems:
 - o Linux/Unix, Windows, MacOS.
- Know the functions of operating systems for mobile devices, like Android, Windows Mobile.
- Cope with OS conceptual problems:
 - o concurrency management, deadlock and starvation,
 - o scheduling, I/O operation and management,
 - o file management systems,
 - o user and access management.
- Analyse network capabilities.
- Start and stop various network services.
- Measure and monitor system load:
 - o CPU (both mono- and multi-processor),
 - o network, memory, virtual memory and storage,
 - o processes and threads; usage of shared resources.
- Manage user accounts and groups and set up related security policies.
- Apply interoperability tips (file formats, available protocols, etc.)
- Manage RAID technology, NAS e SAN subsystems.
- Manage Backup libraries.
- Explain and differentiate between different resource sharing principles:
 - o the DAC, MAC, RBAC policies,
 - o the purposes of file sharing,
 - o different permission levels,
 - o the concepts of login and logon-script,
 - o different types of shareable objects: files, folders, printers, modems, ...
- Check the available shared resources in a network.
- Control the permissions to shared resources.
- Evaluate the risk associated with a network logical drive.
- Connect a client to a shared resource on a server.
- Distinguish between Peer to Peer and Domain based Networks.
- Use the shared resource manager utilities.
- Access shared objects (disks, directories, modem, printers) using Windows, Apple Macintosh, Linux/Unix.
- Use sharing services through VLAN over the Internet.

C3.01 Network principles and standards [1,5]

- Evaluate the basic components of a network, such as server client, NIC, protocols, Network Operating System (NOS), shared resources.
- Evaluate a Server, its requirements, and function. Also evaluate the basic server components.
- Build or order a server, dimensioning it to cover the network needs.
- Evaluate a client, its requirements, and function. Also evaluate the basic client components.
- Build or order a client, dimensioning it to covers both user's and applications' needs.
- Configure computers and mobile devices for data synchronization.
- Evaluate the function of a Network Interface Card (NIC). Also be able to choose the appropriate card for a network.
- Differentiate between the basic network topologies:
 - o Busnet,
 - o Ringnet,
 - o Starnet,
 - o their function, capabilities and limitations.
- Differentiate between a Local Area Network (LAN) and a Wide Area Network (WAN).
- Recognise "de facto" and "de jure" standards in data transmission:
 - o the TCP/IP suite,
 - o the OSI model,
 - o purpose of the layered reference model (principle of encapsulation and service access points in layer models),
 - o main standard organisations, such as CCITT, ITU-TS, IEEE, ISO and IAB and domains they arte focusing on,
 - o aim of the different layers (physical, data link, network, transport, session, presentation, and application).

C4.03 E-Mail principles and management [2]

- Install and use email software:
 - o SMTP and its components (sender, protocol, receiver);
 - o email client software.
- Be aware of:
 - o Relaying and related problems;
 - o Data transmission limitation with SMTP.
- Be aware of the characteristics of main email content formats:
 - o MIME standard;
 - o ASCII, ANSI and UNICODE standards, computers internal data encoding (binary files EOL encoding) and computers internal number encoding (big-endian vs little-endian, canonical representation);
 - o Different compressed formats (HQX, BIN), the purposes of file compression and the main standards for known platforms like ZIP, SIT, TAR.
- Support other users to understand:
 - o Chat and messaging systems;
 - o The purposes and uses of mailing lists;
 - o The purposes, uses, and working of Usenet and newsgroups;
 - o The purposes, uses and working principles of forums;
 - o The purpose of Netiquette.

- Configure the mail software, such as POP3, IMAP, HTTP, News server etc.
- Configure e-mail accounts and related items (POP or IMAP server, SMTP server, etc.).
- Configure e-mail automatic handling rules.
- Setup coding rules (HTML vs text).
- Access and use webmail applications.
- Install, configure and manage a simple mail server on different platforms (Linux, Windows, Apple).
- Install, configure and manage the enterprise server component of mobile e-mail and messaging services.
- Understand the principles of digital signatures.
- Obtain and manage a digital signature solution and understand its limits for communicating at international level.
- Explain the concepts of secure and certified email and the features of digital signature and certified email combined.

C4.05 Web exploitation essentials [1]

- Contribute to policy on the construction of an organisation's website, with particular reference to ease of use and adherence to standards.
- Define measurable goals and objectives for websites.
- Appreciate the different roles in web site development.
- Contribute to defining web site goals and objectives.
- Contribute to organising content into web pages.
- Define web site structures.
- Specify response times and evaluate technology issues with these needs.
- Contribute to testing the web site and usability inspection.
- Appreciate Web Technology features (components: browsers, servers, linking to data sources, security, tools).
- Analyse, structure and present information in a way that meets the specific needs of the audience and their business scenarios.
- Configure clients and support users in understanding:
 - o the role of the server,
 - o the role of the client and the configuration of its browser,
 - o the operations of HTTP and S-HTTP protocols,
 - o the concept of the Common Gateway Interface (CGI).
- Install configure and manage a simple web service.
- Explain how to distinguish a secure connection from an insecure one and when it is necessary to use a secure transaction.

Annex: External references to Frameworks and Schemes

European e-Competence Framework (e-CF) version 2.0 by CEN

This is a reference framework of 36 ICT competences that can be used and understood by ICT user and supply companies, the public sector, educational, and social partners across Europe. One of the strategic objectives of EUCIP is to provide a detailed competence scheme that sits under and references the competences set out in the e-CF in order to provide a range of certifications and services to IT professionals and industry in Europe.

A.2: Service Level Management

“Defines, validates and makes applicable service level agreements (SLA) and underpinning contracts for services offered. Negotiates service performance levels taking into account the needs and capacity of customers and business.”

C.1: User Support

“Responds to user requests and issues; records relevant information. Resolves or escalates incidents and optimises system performance. Monitors solution outcome and resultant customer satisfaction.”

C.3: Service Delivery

“Takes proactive steps to ensure a stable and secure application and ICT infrastructure. Updates operational document library and logs all operational events. Maintains monitoring and management tools (i.e. Scripts, Procedures...).”

C.4: Problem Management

“Identifies and resolves the root cause of incidents. Takes a proactive approach to the root cause of ICT problems. Deploys a knowledge system based on recurrence of common errors.”

D.8: Contract Management

“Provides and negotiates contract in accordance with organisational processes. Ensures that supplier deliverables are provided on time, meet quality standards and comply with agreed service levels. Addresses non-compliance escalates significant issues, drives recovery plans and if necessary amends contracts. Maintains budget integrity. Assesses and addresses supplier compliance to legal, health and safety and security standards. Actively pursues regular supplier communication.”

SFIA[®] version 4G by the SFIA Foundation

The Skills Framework for the Information Age (SFIA) provides a common reference model for the identification of the skills needed to develop effective Information Systems (IS) making use of Information Communications Technologies (ICT). It is a simple and logical two-dimensional framework consisting of areas of work on one axis and levels of responsibility on the other.

Skill 57: Service Level Management

“The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.”

Skill 64: Application Support

“The provision of application maintenance and support services. Support may be provided both to users of the systems and to service delivery functions. Support typically takes the form of investigating and resolving issues and providing information about the systems. It may also include monitoring their performance. Issues may be resolved by providing advice or training to users about an application's functionality, correct operation or constraints, by devising work-arounds, correcting faults, making general or site-specific modifications, updating system documentation, manipulating data, or defining enhancements - often in close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.”

Skill 68: Network Support

“The provision of network maintenance and support services. Support may be provided both to users of the systems and to service delivery functions. Support typically takes the form of investigating and resolving problems and providing information about the systems. It may also include monitoring their performance. Problems may be resolved by providing advice or training to users about the network's functionality, correct operation or constraints, by devising work-arounds, correcting faults, or making general or site-specific modifications.”

Skill 69: Problem management

“The resolution of incidents and problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies.”

Skill 70: Service Desk and Incident Management

“The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients appraised of progress.”

Skill 81: Client Services Management

“The management and control of one or more client service functions, including strategy, support for business development, quality of service and operations.”

Skill 82: Professional Development

“The facilitation of the professional development of IT practitioners, including initiation, monitoring, review and validation of individual training and development plans in line with organisational or business requirements. The counselling of participants in all relevant aspects of their professional development. The identification of appropriate training/development resources. Liaison with external training providers. The evaluation of the benefits of professional development activities.”

Italian “Borsa Lavoro” scheme

Denominazione Figura Professionale	Supervisore di un centro assistenza
Finalità	<i>Gestisce l'erogazione di servizi di supporto agli utenti di un sistema informatico secondo le indicazioni ricevute dalla Direzione. Rileva le esigenze degli utenti finali e allestisce la struttura deputata all'assistenza facendosi carico sia degli aspetti organizzativi che degli aspetti tecnici riguardanti l'infrastruttura di servizio. All'occorrenza interviene direttamente anche nei contenuti del servizio di supporto erogato.</i>

AITTS by the German Government – *Arbeitsprozessorientierten Weiterbildung in der IT-Branche*

Profil 6.1: IT Service Advisor (IT-Kundenbetreuer/in)

“IT Service Advisor analysieren komplexe Probleme und Anfragen von Kunden zu IT Produkten, erarbeiten Problemlösungen und implementieren diese mit dem Ziel einer zuverlässigen Produkt- und Servicequalität im Hardware-, Software- und Netzwerk-Bereich.”

Nomenclature 2010 by CIGREF (club informatique des grandes entreprises françaises)

Métier 5.1: Assistant fonctionnel

“Rèfèrent Métier, Il apporte à l'utilisateur final une aide en matière d'utilisation de logiciels, en période de déploiement ou en regime de croisière, et contribue a résoudre toute difficulté que celui-ci rencontre. Il contribue à la conduite du changement. Il signale aux acteurs projet les demandes d'évolutions et les dysfonctionnements. Plutôt spécialisé sur un métier ou un processus, il aide et conseille l'utilisateur final à bien utiliser ses outils logiciels. À la jonction de la DSI (maître d'oeuvre) et du client (direction, maîtrise d'ouvrage, utilisateurs), il intervient directement auprès des utilisateurs.”

Métier 5.2: Technicien Support Utilisateurs

“Il assure la réception des incidents (ruptures du service habituellement rendu) ou difficultés déclarés par les utilisateurs. Il les fait prendre en charge par les ressources capables d'y apporter une solution. Il contribue, au premier niveau, à la résolution des incidents nuisant à la qualité et à la continuité de service. À la différence de l'assistant fonctionnel, il traite tout type d'incidents et n'est pas toujours présent auprès des utilisateurs.”

Metier 1.5 : Chargé d'affaires internes

“Il est l'animateur de la relation contractuelle avec la DSI et représente le client (direction, maîtrise d'ouvrage, utilisateur) auprès des différents services de la DSI et

des prestataires externes. Il fédère et anime les relations entre les clients et la DSI. Il met en lumière les dysfonctionnements dans le cadre de ces relations et propose des améliorations aux acteurs du système d'information.”