

SCOTTISH QUALIFICATIONS AUTHORITY

# ARRANGEMENTS DOCUMENT

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**G8K9 47**  
**PDA IN IT SERVICE MANAGEMENT AT**  
**SCQF LEVEL 7**

**Version 2.0**

**Publication Date: August 2007**

# ARRANGEMENTS DOCUMENT

G8K9 47 PDA IN IT SERVICE MANAGEMENT AT SCQF LEVEL 7

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# RATIONALE

## FOR THE DEVELOPMENT OF THE AWARD(S) AND THE PROCESSES OF CONSULTATION AND MARKET RESEARCH CARRIED OUT

This is the Arrangements Document for the Professional Development Award (PDA) in IT Service Management. This is the first PDA to deal specifically with IT Service Management.

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### BACKGROUND TO THE DEVELOPMENT

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SQA currently offers a number of Professional Development Awards in Computing and IT. These are being reviewed at the moment to ensure that they meet the needs of industry and also to identify opportunities for new awards. The need for a new suite of PDAs has also come because of the reduction in the number of evening class students that Centres are experiencing. Employees looking to enhance their skills find it difficult to commit to part-time HNC over 2 years, but want to study more than a single unit. PDAs offer a solution to this problem.

The PDA in IT Service Management was validated due to the growing use of IT systems throughout a wide range of industries and employers need for formal qualifications in this area.

Information Technology systems are now used as an integral part of the business infrastructure within organisations. These IT systems are normally managed and maintained by a dedicated team of technical support staff. These individuals provide a service to the end-users of the system. This can be defined as “The area of IT Service Management designed to focus on the people, processes and technology issues that IT organisations/departments face”.

The management of IT Services has been defined into two distinct categories:

- ◆ Service Support
- ◆ Service Delivery

Service Support encompasses the role of the help desk, incident and problem handling, change and release control and the function of configuration management.

Service Delivery on the other hand, encompasses the purpose of service level management, availability management, capacity management, IT service financial management and IT service continuity management.

These fundamental areas are the focus of the 2 units that constitute the PDA in IT Service Management. Links between this PDA and existing qualifications have been identified, whereby there are opportunities for progression to the PDA and also to embed it in HN courses. The flexible nature of this qualification can also give candidates the option to sit the individual unit that best suits their employer's needs. One of the main advantages of the PDA in IT Service Management is that it prepares candidates for the ITIL (Information Technology Infrastructure Library) exam for the Foundation Certificate in Service Management.

Developed by the Office of Government Commerce (OGC) in the UK, ITIL is the de facto world standard for IT Service Management. This library is a set of documents that define guidelines of best practice for high quality IT systems and services, the aim of which is to ensure that the needs of both the business and user are met. ITIL is supported by the ISO standard for IT Service Management ISO/IEC 20000. Another advantage is ITIL is neither vendor nor technology specific.

Private sector organisations, including Sainsbury's, Bass, First Direct, Orange and Hewlett Packard adhere to ITIL for the management of their IT Services. There are various related frameworks & certifications including, Microsoft Operations Framework (MOF) (Appendix 2 – ITIL and MOF), BECTA Framework for IT Technical Support (FITTS) and PRINCE2.

Further information about ITIL is detailed in appendix 1 - Background information about ITIL – and can also be found at the following websites:

<http://www.ogc.gov.uk>

<http://www.itil.co.uk>

<http://www.itsmf.com>

<http://www.itilsurvival.uk>

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### DEMAND FOR IT SERVICE MANAGEMENT SKILLS

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There is currently a gap in the market for IT Service Management qualifications and ITIL certification in Scotland. In June 2005 SQA commissioned market research by Parallel 56 (see page 5), who identified that there is a growing awareness and demand for ITIL and IT Service Management training in Scotland. ITIL used to be the preserve of large projects and the big systems integrators but now it is a vital requirement for small to medium enterprises (SMEs). This awareness has escalated through:

- ◆ Growth and diversification of Call Centre services
- ◆ Complexity of service solutions based on web services
- ◆ Customer and supplier response to identified failures in IT programmes
- ◆ Service Level Agreements and output related contracting
- ◆ Shift from purchase to service and utility charging as the ASP model matures
- ◆ Price and performance demands exacerbated by off-shoring and industry downturn post 9/11
- ◆ Requirement for a relevant certification in an area of technical expertise in which vendor certification is only part of the skill set

The usual process to achieving the foundation level certification is to attend a short course of approximately 3 days, then complete a 1-hour multiple-choice exam. The cost of commercial courses can range from £700-£1000, in addition to the cost of the exam which can be in the region of £100. Currently, there are only a few private training providers in Scotland. This PDA in IT Service Management prepares the candidate to the necessary standard where they can then undertake the examination at a certified centre. The PDA in IT Service Management is an alternative to the commercial course and has been included within the optional sections of G7TR 16 HND Computing: Technical Support and G7TT 16 HND Computing: Software Development frameworks.

One of the main advantages of the PDA in IT Service Management is it can be pitched at the level suitable for the student. The ITIL framework can be complex to the complete novice.

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**QUALIFICATION DESIGN TEAM**

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The members of Qualification Design Team for this PDA have also been part of the design teams for the *HN Computer Networking*, *HN Computing frameworks*, *HN Multimedia Computing* and *HN Multimedia Computing: Web Development* and have been supported and advised by the relevant supervisory panels for both *HN frameworks*. Other involvements include *SQA Microsoft Collaboration (NT W2K W2K3, Office)*, *PC Passport with Microsoft* and *SOLAR*.

The QDT members consist of:

Anne Brown	(Head of Faculty – Lauder College)
Deryck Nutley	(SQA Microsoft Lead Centre Manager for Scotland – Cardonald College)
David Kay	(Consultant – Sero Consulting Ltd)
Loraine Johnston	(Senior Lecturer – James Watt College)
Mike Jannetta	(Qualifications Manager – SQA)
Caroline Douglas	(Qualifications Officer – SQA)

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**CONSULTATION & MARKET RESEARCH**

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**SUMMARY OF CONSULTATION**

The design team carried out market research on a selection of centres running computing and IT courses in Scotland. A number of areas were addressed:

- Demand for the PDA in IT Service Management
- Suitability of the PDA in IT Service Management for meeting candidates needs
- Feasibility of embedding the PDA in existing HN frameworks
- Awareness of ITIL
- Amount of ITIL qualified staff in centres

## **SUMMARY OF MARKET RESEARCH**

### **College Statistics**

A selection of Scottish were e-mailed in August 2006 asking for comments on the proposed PDA. The maximum number of likely responses was 26. SQA received responses from approximately 48% (14) of the Centres. The main points from the respondents were as follows:

### **Content of PDA**

- All of the IT Service Management processes covered by ITIL were considered to be important, with the ‘effectiveness of the help desk’ and ‘reliability of services’ deemed as critical by 62% of respondents. In addition it was commented that:  
  
*“A customer-focused outlook is essential (not a process, more an attitude). It is very important that users are informed of any planned downtime and it should take place outside of normal working hours.”*  
  
*“There should be no denial of service during normal working hours.”*
- The majority of respondents deemed ‘service support’, ‘service delivery’ and ‘organisation issues’ to be ‘very important elements of a course in IT Service Management. Yet again it was commented that “*Customer care and online communications*” were also important aspects.
- All elements of ITIL Service Support processes were regarded to be at least important.
- The majority of ITIL Service Delivery processes were deemed to be very important, with 50% of respondents stating ‘disaster recovery’ as critical and 62% stating ‘time management’ as critical.
- The majority of organisations and management elements covered by ITIL were deemed as important.
- 71% stated that the units for the PDA were very relevant for IT Service Management training.
- 100% agreed that the PDA would help applicants progress within other levels of qualifications. Of this 66% stated HND and 33% stated HNC.
- With regards for opportunities to embedding the PDA in existing HN Computing and IT awards the response was:
  - 88% stated HN Computing
  - 63% stated HN Computer & Network Support
  - 38% stated HN Information Technology
- 50% agreed that centres would be able to recruit students for this course.

### **Relevance of PDA for industry**

- 57% agreed that candidates completing this qualification would have learned appropriate skills for industry.
- 50% agreed and 12% strongly agreed that the PDA would better prepare candidates for work in industry.
- 43% agreed that the PDA in IT Service Management would meet employers IT Service Management training requirements. 57% couldn't comment as they needed to know more about it.
- 50% agreed that employers would be interested in using the PDA in IT Service Management as a method of preparing staff for the IT Infrastructure Library Foundation exam? The other 50% respondents stated that they needed to know more about ITIL.
- 50% agreed that there would be some demand for the PDA by employers.
- 63% agreed the qualification would help people access a range of employment opportunities in industry.
- 75% agreed that the PDA would help employees progress within their jobs.

### **Familiarity with ITIL**

- 36% had already heard of IT Infrastructure Library
- 72% weren't familiar at all with the ITIL framework.
- 36% were reasonably familiar and 43% weren't very familiar with the processes of IT Service Management.

### **Industry Market Research**

In June 2005, Parallel 56 carried out market research on industry, for SQA, through Sero Consulting Ltd. Research was carried out on 30 SMEs, 3 private sector (1 large Corporate/ 2 Large ISPs), 3 public sector, 2 voluntary sector organisations and 3 systems integrators (1 large SI, 1 mid-SI and 1 small SI).

The following summarises the demand in Scotland for training and qualifications in IT Service Management.

- The majority of respondents stated that it was very important/critical that ITSM training should cover Service Support, Service Delivery
- Respondents stated that all element of Service Support – Service Desk, Incident Management, Problem Management, Change Management, Release Management and Configuration Management – are important.

- Respondents stated that all elements of Service Delivery – Service Level Management, Availability Management, Capacity Management, Financial Management for IT Services and IT Service Continuity Management – are important.

All these elements are covered in the PDA in IT Service Management.

- 62% of respondents had a strong or possible interest in IT Service Management training covering their requirements
- The timing of this interest was in the immediate or near future. One respondent stated:  
*“We aim to get 80% of own staff ITIL foundation qualified by end of this financial year”*
- 61% of organisations believed it would be useful if staff gain a qualification

### UPTAKE & PROGRESSION

The number of students undertaking PDAs has dropped significantly over recent years. This may be due to a number of factors:

- Centres did not perceive any direct benefit in integrating PDAs into other larger HN frameworks. This may be through ignorance or misunderstanding of how PDAs are related to various HN frameworks.
- There is a move towards achieving only the vendor qualification, instead of HN qualifications. Vendor qualifications have international recognition and the content can be measured against industry standards.

### PROJECTED UPTAKE

	VENDOR NEUTRAL PDAS	VENDOR SPECIFIC PDAS	NEW PDAS
2004/5	57	75	-
2005/6	0	50	150
2006/7	25	25	200
2007/8	50	25	250

These growth figures were projected for the new Computing and IT PDAs proposed in June 2005. They illustrate in general how integral PDAs will become in the SQA suite of qualifications. These figures were based largely on colleges already undertaking industry certifications instead of SQA awards.

SCOTTISH QUALIFICATIONS AUTHORITY

A steady growth was expected based on the new vendor-generic format adopted in the PDA units proposed in June 2005. As at October 2006 the new PDAs being run by centres are:

Award Title	Associated Vendor (if applicable)	No. Centres Offering	Candidates Registered
PDA in Desktop Support	Microsoft Certified Desktop Support Technician	1	12
PDA in System Administration	Microsoft Certified Systems Administrator	2	6
Certificate in Office Applications (Microsoft Office)	<i>Microsoft</i>	1*	13
Advanced Certificate in Networking (Microsoft Windows 2000)	<i>Microsoft</i>	4**	73
Diploma in Applications of ICT in Libraries	-	2	12
Advanced Diploma in Applications of ICT in Libraries	-	1	3
Certificate in Online Learning	-	3	25

\* Fife College

\*\* Aberdeen College, Angus College, Dundee College & Fife College

Further projected uptake from MCDST (Microsoft Certified Desktop Support Technician) candidates has been identified, as there is a strong link between this and the PDA in IT Service Management (Appendix 2 – ITIL and MOF). Figures for last session are as follows:

Figures for MCDST in Scottish Colleges in 2005-06			
Unit	Candidates Registered	Candidates Certificated	Total
DM35 34 – Supporting Users and Troubleshooting a Desktop Operating System	28	94	122
DM34 34 – Supporting Users and Troubleshooting Desktop Applications	61	89	150

It is expected that these figures will double in session 2006-07. At October 2006 there are 448 individuals in Scottish Colleges undergoing training in MCDST.

In addition, of the centres who took part in market research of the PDA in IT Service Management.

- 50% agreed that centres would be able to recruit students for this course
- 50% agreed that there would be some demand for the PDA by employers

Industry market research, carried out by Parallel 56, has identified that 62% of respondents have a strong or possible interest in IT Service Management training.

Based on research as outlined above, it is anticipated that approximately 500 candidates would undertake the PDA in IT Service Management over the next 3 years as outlined in the table below:

#### PROJECTED UPTAKE

	PDA CERTIFICATE IN IT SERVICE MANAGEMENT
2007 – 2008	100
2008 – 2009	150
2009 – 2010	250

*Table 2 – Projected uptake for PDA in IT Service Management*

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#### TARGET SECTOR & LEVEL OF EMPLOYMENT

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Where employees need to re-skill, employers either have to pay for expensive courses, in the case of ITIL, or send staff to college. In the latter case it is more likely that staff will attend night classes and even have to finance these themselves. If they are looking for a qualification then they either have the choice of a 2 year part-time HNC or single module. In general, people find it difficult to commit to 2 years. Not only that, but they may be forced to take units that aren't relevant to their requirements. This tends to result in students dropping out. On the other hand a single unit may not meet their requirements. PDAs offer a solution to this problem.

These units in the PDA in IT Service Management will benefit individuals working in the field of IT infrastructure and students wishing to pursue careers as:

- Technical Staff
- Service Centre Staff
- Service Implementers
- Managers
- Consultants

This PDA will benefit students studying at HN level. In the future there may be scope for the content of this award to be used for NQ courses.

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#### TARGET CANDIDATES

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This award is designed to offer candidates academic, technical and professional training leading to the skills necessary for service support and delivery for IT systems. The award is targeted at candidates who have the formal education requirement and –

- Who are employed or unemployed and wish to study on a part-time (day or evening) or day-release mode.
- Who are unemployed and wish to study to assist gaining employment. OR
- Who leave employment with the intention of changing their career path. OR
- Who intend to progress their career after the study of the PDA into further study at HN level. OR

At the discretion of a centre, a candidate may be permitted to enter the award by waiving some of the entry requirements – based on their previous experience. Experience has shown that mature candidates often study this award perhaps having also achieved some vendor qualifications.

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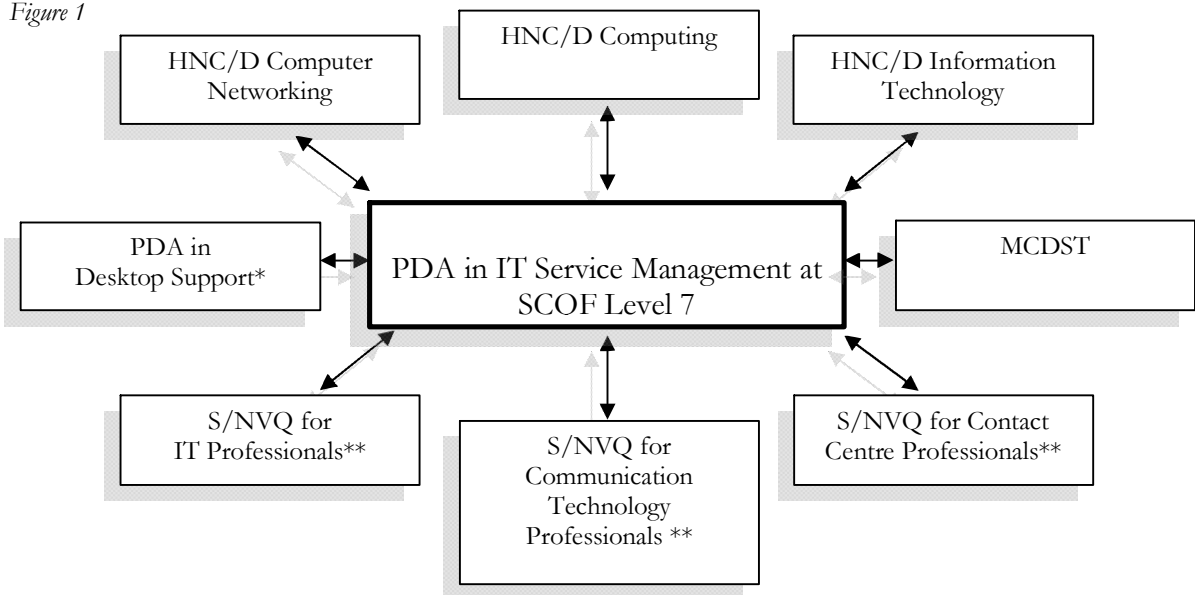
**RELATIONSHIP WITH OTHER SQA AWARDS**

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This PDA has been formed from discussions with the FE sector and Sero Consulting Ltd. They represent an inclusion of vendor related topics, whilst remaining generic in nature. This allows colleges to decide if they wish to utilise the vendor certifications as well as achieving academic recognition.

The units within the PDA have been created specifically for this qualification and therefore do not exist within current frameworks. They have been developed so that they can be embedded within existing HN frameworks. Figure 1 illustrates the HN awards that this applies to and other SQA and vendor qualifications that can be linked to the PDA in IT Service Management.

Figure 1



\*When this is delivered using Microsoft vendor methodology

\*\*Level 3, 4 and 5

### Links to S/NVQs

The PDA IT Service Management contains the knowledge and understanding for some components of Scottish/National Vocational Qualifications (S/NVQs) within the Information and Communication Technologies and Contact Centre frameworks at levels 3, 4 and 5. Therefore, if candidates gaining the PDA award wish to undertake the under noted S/NVQs in the work place then, dependent upon the units chosen, the knowledge and understanding for some elements of the VQs will have been covered in the PDA.

The S/NVQs are qualifications developed by e-skills UK who are the Sector Skills Council for the Computing/IT industry ([www.e-skills.com](http://www.e-skills.com)). The National Occupational Standards (NOS) for Information and Communications Technologies and Contact Centres can be downloaded from <http://nos.e-skills.com>. E-Skills UK support the PDA in IT Service Management.

This PDA allows colleges the opportunity of offering students a flexible range of study options.

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### RATIONALE FOR STRUCTURE & CONTENTS

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The *PDA in IT Service Management is a three credit PDA* and candidates are required to achieve two core units:

- F0E0 34 IT Infrastructure: Service Support (SCQF Level 7) – 2 credits
- F0DY 35 IT Infrastructure: Service Delivery (SCQF Level 8) – 1 credit

These units are based on the ITIL framework and have been designed to match the learning required to successfully achieve the ITIL (Information Technology Infrastructure Library) Foundation certificate.

**IT Infrastructure: Service Support** is designed to develop the candidate's knowledge and understanding of the concept of service support. The unit looks at the key areas of Service Support:

- Service Desk.
- Incident Management.
- Problem Management
- Change Management
- Release Management
- Configuration Management

The strategy adopted is a process driven approach to be of benefit to the IT operation within both large and small organisations. The approach modularises the functionality of service support and utilises the inter-relationships with the activities of the IT organisation, its customers and the business. The coherent integration of people, process and technology extends the concept of an infrastructure approach to service support.

**IT Infrastructure: Service Delivery** is designed to develop the candidate's knowledge and understanding of the concept of service delivery.

- Service Level Management
- Availability Management
- Capacity Management
- Financial Management For IT Services
- IT Service Continuity Management

The strategy adopted is a process driven approach to be of benefit to the IT operation within both large and small organisations. The approach modularises the functionality of service delivery and utilises the interrelationships with the activities of the IT organisation, its customers and the business. The coherent integration of people, cost, process and technology extends the concept of an infrastructure approach to service delivery.

# AIMS

## OF THE GROUP AWARD(S)

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### GENERAL AIMS

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This Professional Development Award has a range of broad aims, which are generally applicable to all equivalent Higher National qualifications. Some of these general aims are:

- To develop the candidate's knowledge and skills such as planning, analyzing and synthesizing To develop employment skills and enhance candidates' employment prospects
- To enable progression within the Scottish Credit and Qualifications Framework
- To develop study and research skills
- To develop transferable skills
- To provide academic stimulus and challenge, and foster an enjoyment of the subject.

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### SPECIFIC AIMS

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The specific aims of the PDA in IT Service Management are:

- To prepare students for entry-level employment in an IT Service/Computing-related post in a computer technician or desktop support role.
- To develop a range of standardised, specialist technical support skills and knowledge in IT service support and service delivery, in particular about:
  - Aligning IT services with the current and future needs of the business and its customers
  - How to improve the quality of the IT services delivered
  - How to reduce the long-term cost of service provision
- To prepare students for the ITIL Foundation exam.
- To prepare students for progression to further study in IT, Computing and Technical Support, for example HNC/D in Computing, Computer Networking or Information Technology.
- Establish best practice.

# RECOMMENDED ACCESS

## TO THE GROUP AWARD(S)

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### **PRIOR EXPERIENCE AND/OR QUALIFICATIONS**

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This statement is about access to Professional Development Awards as a whole. However, in addition to the detail which follows, part of the specification of each unit includes recommended access levels. Students should normally be expected to satisfy both sets of access requirements.

As with all SQA qualifications, access will be at the discretion of the Centre and the following recommendations are for guidance only.

Regarding access to the IT Infrastructure: Service Management unit, it would be beneficial to have previously completed the IT Infrastructure: Service Support unit.

Different combinations of relevant National Qualifications, Vocational Qualifications and equivalent qualifications from other awarding bodies may also be acceptable, as would suitable vendor qualifications at an appropriate level.

Mature candidates with suitable work experience may be accepted for entry provided the enrolling Centre believes that the candidate is likely to benefit from undertaking the award.

It would be advisable for all candidates to have some prior knowledge of computing or information technology although formal qualifications may not be necessary if suitable experience had been gained informally or through work experience.

Such work experience may provide inferred or actual evidence of a candidate's skills and knowledge as they apply either to particular units.

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### **RECOMMENDED ACCESS TO HN UNIT IT INFRASTRUCTURE: SERVICE SUPPORT**

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Access to this Unit will be at the discretion of the centre, however, it would be beneficial to have some basic knowledge and/or experience of IT support.

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### **RECOMMENDED ACCESS TO HN UNIT IT INFRASTRUCTURE: SERVICE DELIVERY**

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Access to this Unit will be at the discretion of the centre, however, it would be beneficial to have previously completed HN Unit F0E0 34 IT Infrastructure: Service Support.

# STRUCTURE

## OF THE GROUP AWARD(S)

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**CONDITIONS OF AWARD ~ PDA IN IT SERVICE MANAGEMENT AT SCQF LEVEL 7**

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A total of **3** credits are required to gain the PDA in IT Service Management.

Candidates are required to undertake **both** mandatory units to achieve the full Group Award.

### MANDATORY UNITS

UNIT TITLE	CODE	CREDIT VALUE	SCQF LEVEL
IT Infrastructure: Service Support	F0E0 34	2	7
IT Infrastructure: Service Delivery	F0DY 35	1	8

# APPROACHES TO DELIVERY & ASSESSMENT

## OF THE GROUP AWARD(S)

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### CONTEXT & CONTENT

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The PDA in IT Service Management has been designed to match the learning required to successfully achieve the ITIL (Information Technology Infrastructure Library) Foundation Certificate.

It is recommended that these Units are taught using a holistic approach based on the main components of people, processes and technology working together. This approach can be best demonstrated by using a case study.

Although conditions will vary between centres in terms of resources, staff and student profiles, timetabling constraints, etc., the assessment context of each unit has been set within a typical assessment loading for a PDA. In both units there is one assessment set within a closed book setting which will test the underpinning knowledge and skills. This ensures that some student work is objectively known to be authentic and sets out to ensure that candidates attain the necessary standard to use units being studied as building blocks which enable them to progress through the particular award they have elected to study.

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### ASSESSMENT STRATEGY

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Each unit uses the same assessment strategy of one holistic assessment incorporating all outcomes of the unit. These assessments will be closed book and will consist of 40 questions. The questions will be a representative sample from each Outcome which must be presented in a random order of equal weight.

This approach has been selected as the ITIL Foundation exam consist of 40 multiple choice questions.

Assessments can be done using either a machine-based or paper-based format. A candidate must answer at least 60% of the total questions correctly in order to obtain an overall pass. In addition, the candidate must pass each separate Outcome with a threshold of 60%. SQA have produced Assessment Exemplar material for both Units within the PDA in IT Service Management.

### USE OF E-ASSESSMENT

The opportunity exists to use e-assessment for these units. These may take the form of e-testing (for knowledge and understanding and/or e-portfolios (for practical abilities). There is no requirement for centres to seek prior approval if using e-assessment for either of these purposes so long as the normal standards for validity and reliability are observed.

If a centre is presenting this assessment on-line the following assessment methods, where appropriate, may be selected:

- ◆ Multiple-choice
- ◆ Drag and drop
- ◆ Multiple response
- ◆ Mix and match
- ◆ A combination of the above

It is expected that the questions will be of the multi-choice variety. Centres may consider the use of alternative question types, particularly if using Computer Assisted Assessment approaches. However, care should be taken that the questions are valid and at an appropriate level. The use of simple true/false question responses is unlikely to achieve this.

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### OPEN LEARNING & E-LEARNING

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This award may be delivered by open and distance learning methods, provided that adequate preparations are made. This would require planning by the centre to ensure the sufficiency and authenticity of candidate evidence. The assessment arrangements outlined should be suitable for open learning provided regular contact can be maintained with the tutor.

Quality assurance procedures must also be sufficiently robust to fully support open and distance learning. Further advice and guidance is contained in the SQA publication *‘Assessment and Quality Assurance for Open and Distance Learning – SQA February 2001’*.

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### TRANSITION ARRANGEMENTS & CREDIT TRANSFER

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As the units in this PDA are new, transition arrangements and credit transfer with other units does not apply.

Where candidates successfully achieve both units as part of another course, they can be automatically accredited with the PDA in IT Service Management once entered for the PDA Group Award.

Automatic accreditation of the PDA can also be awarded to candidates who have successfully achieved the ITIL Foundation Certificate in IT Service Management. Candidates will need to produce evidence in the form of a certificate, that they have achieved the exam through ISEB (BCS) or EXIN.

It is at the discretion of the Centre as to whether candidates eligible for automatic accreditation are entered for the Group Award in order to be certified. Please note that automatic accreditation is a **one-way** process – candidates who have achieved the PDA in IT Service Management will not automatically achieve the ITIL Foundation Certificate in IT Service Management Exam on completion of their award.

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**GUIDANCE FOR CANDIDATES & PROGRESSION ROUTES**

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Students can also undertake the ITIL Foundation exam on successful completion of this Professional Development Award.

# HN UNIT SPECIFICATIONS

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## UNIT SPECIFICATIONS

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**Front Page of Unit Specifications Attached**

## Higher National Unit Specification

### General information for centres

**Unit Title: IT Infrastructure: Service Support**

**Unit code: F0E0 34**

**Unit purpose:** This Unit develops the candidate's knowledge and understanding of the concept of service support. The strategy adopted is a process driven approach to be of benefit to the IT operation within both large and small organisations. The approach modularises the functionality of service support and utilises the relationship between each of the components. This Unit will benefit individuals working in the field of IT support including operational personnel, management and supporting consultants.

On completion of the Unit the candidate should be able to:

- 1 Describe the role of the service desk within an IT infrastructure.
- 2 Understand the purpose of incident and problem handling.
- 3 Understand the purpose of change and release control.
- 4 Understand the function of configuration management.

**Credit points and level:** 2 HN Credits at SCQF level 7: (16 SCQF credit points at SCQF level 7\*)

\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.

**Recommended prior knowledge and skills:** Access to this Unit will be at the discretion of the centre, however, it would be beneficial to have some basic knowledge and/or experience of IT support.

**Core Skills:** There are no opportunities to develop Core Skills in this Unit.

**Context for delivery:** If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

This Unit develops the students' knowledge and understanding of the role of the service support and its interrelationships with the activities of the IT organisation, its customers and the business. The coherent integration of people, process and technology extends the concept of an infrastructure approach to service support.

## Higher National Unit Specification

### General information for centres

**Unit title:** IT Infrastructure: Service Delivery

**Unit code:** F0DY 35

**Unit purpose:** This Unit develops the candidate's knowledge and understanding of the concept of service delivery. The strategy adopted is a process driven approach to be of benefit to the IT operation within both large and small organisations. The approach modularises the functionality of service delivery and utilises the relationship between each of the components. This Unit will benefit individuals working in the field of IT infrastructure including operational personnel, management and supporting consultants.

On completion of the Unit the candidate should be able to:

- 1 Understand the purpose of service level management.
- 2 Understand the rationale of availability management.
- 3 Understand the rationale of capacity management.
- 4 Understand the function of IT service financial management.
- 5 Understand the purpose of IT service continuity management.

**Credit points and level:** 1 HN Credit at SCQF level 8: (8 SCQF credit points at SCQF level 8\*)

\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.

**Recommended prior knowledge and skills:** Access to this Unit will be at the discretion of the centre, however, it would be beneficial to have previously completed the HN Unit F0E0 34 *IT Infrastructure: Service Support*.

**Core Skills:** There are no opportunities to develop Core Skills in this Unit.

**Context for delivery:** If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

This Unit develops the students' knowledge and understanding of the role of service delivery and its interrelationships with the activities of the IT organisation, its customers and the business. The coherent integration of people, cost, process and technology extends the concept of an infrastructure approach to service delivery.

# OPPORTUNITIES TO ACHIEVE CORE SKILLS

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## OPPORTUNITIES TO ACHIEVE CORE SKILLS

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There are no opportunities to achieve Core Skills in this PDA.

# APPENDICES

## SUPPORTING EVIDENCE

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### SUPPORTING EVIDENCE

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Appendix 1:

Background information about ITIL (Information Technology Infrastructure Library)

Appendix 2:

ITIL and MOF

# APPENDIX 1

## SUPPORTING EVIDENCE

### **Background information about ITIL (Information Technology Infrastructure Library)**

#### ITIL (Information Technology Infrastructure Library)

ITIL is the de facto world standard for IT Service Management. It is becoming the world's most widely accepted approach to the management and delivery of IT Services. The best practice processes promoted in ITIL support and are supported by the ISO standard for IT Service Management ISO/IEC 20000.

ITIL is a set of documents that define guidelines of best practice for high quality IT systems and services. These guidelines have been drawn from international organisations in both the public and private sectors. The aim of these guidelines is to ensure that the needs of both the business and user are met.

One of the main advantages of ITIL is that, it is neither vendor nor technology specific. Other advantages for an organisation is it provides improved systems, customer satisfaction, return of investment, IT employee productivity, reduction in incidents and reduction in staff turnover.

Developed by the Office of Government Commerce (OGC) in the United Kingdom, there are now over 100 000<sup>1</sup> certified (trained) professionals and consultants, primarily in Europe, Australia and Canada, with only a small fraction of those certified professionals residing or practicing in the United States.

The other stakeholders are the UK Central Computer and Telecommunications Agency (CCTA) and the IT Service Management Forum (itSMF). This is the only internationally recognised and independent forum dedicated to IT Service Management. The membership of itSMF is made up of vendor, public and private sector organisations, including Sainsbury's, Bass, First Direct, Orange and Hewlett Packard.

ITIL splits ITSM (IT Service Management) into two main areas:

1. Service Support
2. Service Delivery

There are 3 levels of ITIL certification:

1. Foundation
2. Practitioners
3. Managers

Certification is awarded through ISEB (BCS) and EXIN (Netherlands).

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<sup>1</sup> <http://www.itil Survival.com/>

1. **Service Support** focuses on the processes of:
  - **Service Desk:** Understanding its role and function in the IT infrastructure and its relationship with the other support processes.
  - **Incident Management:** What incidents are and how they are controlled.
  - **Problem Management:** What problems and known errors are and how these are managed.
  - **Change Management:** What a change and request for change (RFC) are, what change control is, what the change procedures are and what is the role of the change advisory board (CAB).
  - **Release Management:** What the scope and concepts of release management are and what the definitive software library (DSL) and definitive hardware store (DHS) are. This also deals with the planning, testing and implementation processes involved in Release Management.
  - **Configuration Management:** Deals with defining a configuration item and the Configuration Management Database. This also looks at how Configuration Management influences the other processes.
  
2. **Service Delivery** focuses on the processes of:
  - **Service Level Management:** What a service catalogue is and all aspects of SLAs. (Service Level Agreements)
  - **Availability Management:** Evaluates the reliability, availability, resilience, maintainability, serviceability and security of the IT service.
  - **Capacity Management:** Deals with workload demand, performance, and resource management.
  - **Financial Management For IT Services:** Deals with budgeting, charging, running costs, charging policies and IT accounting.
  - **IT Service Continuity Management:** Deals with risk analysis, risk management, protection and recovery.

There are various related standards, frameworks & certifications, but those of immediate interest are:

- BS 15000 / ISO 20000 – Service Management
- BS5750 / ISO 9000 – Quality
- Microsoft Operations Framework (MOF)
- BECTA Framework for IT Technical Support (FITS)
- PRINCE2

Microsoft has two complementary and well-integrated frameworks, Microsoft Operations Framework (MOF) and Microsoft Solutions Framework (MSF). MOF basically “adopts and adapts” ITIL (Appendix 2 – ITIL and MOF). It provides guidelines on how to plan, deploy, and

maintain IT operational processes in support of mission-critical service solutions to achieve mission-critical system reliability, availability, supportability, and manageability. MSF is an adaptable software development and deployment approach. Combined they provide an integrated set of guidance that addresses the overall IT life cycle.

BECTA has developed its FITS (Framework for IT Technical Support) which is an 'ITIL-lite' version for schools and colleges. There are 10 main FITS process topics (taken directly from ITIL) covering areas of best practice technical support, with inter-dependencies and common 'best practice' themes across them all.

#### **ITIL Refresh**

In 2000 the OGC developed ITIL 2. This revised the ITIL books in order that the BSI Management Overview (PD0005), BS15000-1 (Specification for service management), BS15000-2 (Code of practice for service management) and the ITIL series form part of the same logical structure.

ITIL 3 is currently being developed by the OGC, itSMF and their partners. This will be completed in 2007.

For further information visit the following websites:

<http://www.ogc.gov.uk>

<http://www.itil.co.uk>

<http://www.itismf.com>

<http://www.itilsurvival.uk>

## APPENDIX 2

### SUPPORTING EVIDENCE

#### ITIL and MOF

The PDA in IT Service Management has a strong link with the SQA PDA in Desktop Support, when this is delivered using Microsoft vendor methodology. When this approach is used for delivery, the student achieves the vendor certification of Microsoft Certified Desktop Support Technician (MCDST) as well as the PDA in Desktop Support. This vendor certification involves teaching and assessing the students about the Microsoft Operations Framework (MOF). The italicised text below is an extract from a Microsoft White Paper “An Actionable and Prescriptive Approach to ITIL” which explains the interlinking between MOF and ITIL.

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#### ***WORKING TOGETHER: MICROSOFT OPERATIONS FRAMEWORK AND ITIL***

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*Microsoft has been actively involved with the ITIL community since 1999, both by using ITIL content and by contributing to new, updated, and expanded documentation. ITIL provides a broad spectrum of guidance documents that cover IT service delivery, management, and support, as well as elements of IT infrastructure, security, and application management. ITIL promotes the practice of applying descriptive guidance to achieve focused improvement in various areas of service management on a continuing basis.*

*In contrast to the descriptive ITIL approach, the Microsoft Operations Framework approach is prescriptive, promoting continuous improvement of IT service management capabilities throughout the IT life cycle. IT organizations are ideally in a constant state of improvement. To assist in achieving this ongoing development, Microsoft Operations Framework provides prescriptive, process-driven tools and best practices through a growing number of specific service management functions. By using the Microsoft Operations Framework, organisations can implement an end-to-end framework to manage their infrastructures—from planning and building through operations and support.*

*Microsoft Operations Framework extends and enhances ITIL in order to provide more detailed prescriptive guidance in specific areas of IT management, specifically optimized for the Microsoft technology platform*

As MOF plays an extremely significant part in the teaching and assessment of the MCDST certification and hence in the teaching and delivery of the SQA PDA in Desktop Support, there exists a strong relationship between these awards and the PDA in IT Service Management.