Award ID: **G8K9 47**   Level: **SCQF Level 7**

Award Title: **Professional Development Award in IT Service Management at SCQF[1] Level 7**

Introduction to the Award

This Professional Development Award (PDA) has been developed specifically in response to the increasing importance of the IT Infrastructure Library (ITIL[2]) in industry.

In practice, ITIL is the world standard for IT Service Management. It is provides the world's most widely-accepted approach to the management and delivery of IT Services.

ITIL documents define best practice[3] for high quality IT systems and services and have been drawn from international private and public sector organisations. They aim to ensure that the needs of both the business and users are met.

The advantages of ITIL are that it is neither vendor nor technology specific; it provides improved systems, customer satisfaction, productivity and return on investment.

ITIL splits ITSM (Information Technology Service Management) into two main areas – Service Support and Service Delivery.   There are three levels of ITIL certification – Foundation, Practitioners and Managers. Information about the various standards and certification can be found at www.ogc.gov.uk.

Specifically, this award aims to meet a current gap in provision for ITIL certification in Scotland. It also address the needs of increasing numbers of candidates who want to enhance their IT knowledge and/or skills but find it difficult to commit to a part-time HNC course spread over two years. Until now ITIL certification has only been provided by a narrow range of providers. However, this PDA Certificate in IT Services Management at SCQF Level 7 prepares the candidate to the standard

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[1] SCQF (Scottish Credit and Qualifications Framework) helps people to understand and compare different qualifications in Scotland. (visit the website www.scqf.org.uk for more information)

[2] ITIL (visit www.itil.co.uk or www.ogc.gov.uk for more details)

[3] Its 'best practices' support and are supported by the ISO standard for *IT Service Management* (ISO/IEC 20000)

necessary for taking the examination at a certified centre. This award is therefore designed to be an alternative to offer greater additional opportunities in more centres. It may be considered as part of SQA's HN Computing framework to which the units contribute.

Target Audience

This PDA is designed to be suitable for a wide variety of potential candidates - for school leavers as well as for those seeking either to enter a career in IT, or to change to a new IT career path. The award will provide all candidates with the academic, technical and professional skills necessary for employment in the fields of service support and IT systems delivery.

The award is specifically intended for candidates who want to establish or develop an existing IT career as technical or service centre staff, managers or consultants. However, it is equally suitable for those who want to progress their career by further study – after achieving National Qualifications in Computing or Information Systems, perhaps, or prior to studying for a full or part of an HN level award.

Recent experience suggests that mature candidates who have already achieved some vendor qualifications are likely to benefit from studying this type of award.

Content and Structure of Award

The two units are mandatory.

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

* The Scottish Credit & Qualifications Framework (SCQF) is a way of helping people understand and compare Scottish Qualifications, by giving them credit points which shows how much learning has been achieved and a level on a scale of 12, to show how demanding the learning is. Details can be found at www.scqf.org.uk.

At the end of the award candidates should be able to:

- Describe the role of the service desk within an IT infrastructure
- Understand the purpose of incident and problem handling
- Understand the purpose of change and release control
- Understand the function of configuration management
- Understand the purpose of service level management
- Understand the rationale of availability management
- Understand the rationale of capacity management
- Understand the function of IT service financial management
- Understand the purpose of IT service continuity management

Centre Contact details