ICTICT440 Develop service level agreements

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to formulate, implement, monitor and adjust service level agreements (SLAs).

It applies to individuals who work in the Information and Communications Technologies (ICT) industry and provide ICT support to small to medium enterprises (SMEs).

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare for development of service level agreements (SLAs)	1.1 Determine organisational service standards, values and culture 1.2 Identify and categorise goods and service offerings provided by the organisation 1.3 Identify and determine existing SLAs
2. Develop SLA for consultation	2.1 Identify service needs and service level according to organisational requirements 2.2 Identify any other SLA requirements 2.3 Develop and document draft SLA according to organisational policies, procedures and guidelines
3. Negotiate client support service	3.1 Seek and respond to draft SLA feedback from required personnel

ELEMENT	PERFORMANCE CRITERIA
	3.2 Present proposed cost and timeframes and respond to feedback from required personnel
	3.3 Negotiate terms of proposed SLA and respond to feedback from required personnel
	3.4 Document and lodge SLA agreement according to organisational policies and procedures
4. Adjust and finalise SLA procedures	4.1 Determine compatibility of SLA to organisational requirements, policies and procedures
	4.2 Seek and respond to SLA compatibility feedback from required personnel
	4.3 Determine and implement any adjustments to organisational support according to organisational requirements
	4.4 Document any changes to SLA and lodge document according to organisational policies and procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Oral communication	• Uses listening and questioning techniques to elicit client requirements, organisational information and obtain feedback Presents information and negotiates SLAs using reflective responses
Reading	• Identifies and evaluates complex business documentation in a variety of formats containing technical terminology and financial information • Identifies organisational standards, SLA requirements and client feedback from technically written, complex documentation
Writing	• Uses plain English, spelling, applicable grammatical structures and terminology, numerical and financial information • Uses required formatting and document structure applicable to job role and organisation to develop SLAs
Teamwork	• Identifies requirements of important communication exchanges, selecting applicable channels, format, tone and content according to purpose and audience
Planning and organising	• Develops plans and manages relatively complex tasks with an awareness of how they may contribute to longer term operational

SKILL	DESCRIPTION
	and strategic goals
Self-management	• Responds to both explicit and implicit protocols within familiar work contexts • Manages outcomes of routine decisions directly applicable to own role

Unit Mapping Information

Supersedes and is not equivalent to ICTICT413 Relate to clients on a business level.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2