

PROFESSIONAL SERVICE MANAGEMENT FRAMEWORK



Your organisation and marketplace

Core Competence Group	Your organisation and marketplace
<p>This category concentrates on the IT professional's knowledge of their organisation, both internally in terms of structure and strategy, and externally with regard to the marketplace and industries within which the organisation operates.</p>	

Core Competence	Competitors	
<p>Up-to-date knowledge of competitors; their offering, strengths, weaknesses, performance and strategy ensures a service management professional can contribute to corporate strategy and business planning from a position of understanding and learn valuable lessons from their successes and failures.</p>		
	As a Service Management Associate, you can...	As a Service Management Professional, you can...
Person Specification	<ul style="list-style-type: none"> Describe your organisation's key competitors 	<ul style="list-style-type: none"> Describe your organisation's key competitors and explain their position in the market relative to your organisation.