

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	Corporate/business strategy	
<p>Understanding the corporate strategy and the approach to business planning enables the service management professional to engage with the process to ensure service management aspects are properly taken into account. Additionally the service management professional can ensure that the new or changed services are available when needed to support the strategy. This competence will enable the service management professional to engage in informative and meaningful discussion with internal and external stakeholders.</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 strategy in terms of Mission and Vision 	<ul style="list-style-type: none"> Explain the corporate strategy Describe the business planning cycle and process Explain how you / your team contributes to the realisation of the corporate strategy