

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	Customers	
<p>Maintaining good knowledge about key customers; their organization, vision and strategy enables the service management professional to design and continually improve services in line with customer needs. Additionally an understanding of the customer relationship at different levels across the organisation ensures the service management professional can contribute effectively to a coherent relationship management approach.</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 key customers and your/ your department's interaction with them. 	<ul style="list-style-type: none"> Describe your key customers and explain how the relationship with them is managed at different levels in your organisation. Explain how you/ your department can contribute to improving customer satisfaction.