

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	Governance	
<p>A good understanding of the systems of governance in use across the organisation allows the service management professional to work with that set of controls effectively to ensure that services can be delivered in a financially responsible way, as well as securely and legally.</p>		
	As a Service Management Associate, you can...	As a Service Management Professional, you can...
Person Specification	<ul style="list-style-type: none"> Describe the key governance body for your area of responsibility and how it fits within the organization hierarchy. 	<ul style="list-style-type: none"> Describe the reporting your department delivers into the governance body and explain how that is assessed against corporate direction. Explain how service risks are assessed for consideration at the corporate risk management level.