

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	Organisational structure	
<p>A good understanding of the company's organisational structure, purpose, size and geography enables the service management professional to design and implement services and processes more effectively and in a collaborative way.</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 organisational structure and identify where your department sits 	<ul style="list-style-type: none"> Describe the purpose, size and geography of your organisation Explain how your department contributes to the value of the organisation Explain how the organizational structure enables the delivery of service.