

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	Product/service portfolio	
<p>An in-depth knowledge of the company product and service portfolio is critical to allow the service management professional to engage in senior level internal and external discussions about the delivery of service and how it can be improved.</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 products and services. 	<ul style="list-style-type: none"> • Describe your company's key products and services and explain you/ your team's role in delivering them. • Describe the process that maintains the product/ service portfolio.