Skill Area and Skill Proficiency
(10) IT Service Management

Skill Area

Job Category: IT Service Management

Skill Area and Skill Proficiency

Skill Area of IT Service Management

Specialty Field		Skill Item
Job Category Skill Item	**All Specialty Field**	●**Relevant Knowledge** Knowledge of Relevant Regulations, Corporate Ethics, Contract Management, Criteria and Standards, ●**Customer Interaction** Customer Relationship, Relationship Management of User Departments, Formulation of Systemization Strategy, User Service and Support, Customer Satisfaction Management, ●**Personnel Management** Personnel Plan, Personnel Employment and Deployment, Skill Management, Mechanism Creation and Personnel Deployment, Human Resource Development, Mental Health, Coaching ●**Information Assets Management** Purchasing of Service and Equipment, Cost Allocation, Assets Management, ●**Technology** Computer Science Fundamentals, Computer System, Platform Techniques, Database Technology, Network Technology, Internet Technology, System Development Technology, Security and Privacy ●**Business Management** System Operational Management Techniques, Business Continuity Management Skill, Organizational Integration Force, Supplier Management, Quality Control, Risk Management ●**Project Management** Project Integration Management, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Project Human Resource Management, Project Communications Management, Project Risk Management, Project Procurement Management ●**Leadership** Leadership ●**Communication** 2-Way communication, Transmission of information, Organization and analysis and retrieval of information ●**Negotiation** Negotiation
Specialty Field Specific Skill Item	**Operation Management**	●**IT Service Management** IT Service Management Installation Planning, Security Management ●**Service Delivery** Service Level Management, Availability Management, Capacity Management, Financial Management of IT Service, Continuity Management of IT Service ●**Service Support** Incident Management, Problem Management, Change Management, Release Management, Configuration Management ●**Facility Management** Knowledge of Safety Management such as Crime and Disaster Prevention Measures in Data Center Facilities, Basic Knowledge of Facilities Management Related Regulation and Standards, Equipment Management

	System Management	●**Business Administration of IT Service Management**
		  Work Flow Analysis of IT Service Management, Installation and Setup of Operating Application Management System, Administration of Operating Application Management System
		●**Application Management**
		  Driving Control, Operating Methods during Failures, Performance Management, Configuration Management, Acceptance of Application System
		●**System Platform Management**
		  Platform Design Architecture as Common Infrastructure, Platform System Management, Acceptance of System Platform
		●**Database Management**
		  Database Design Architecture as Common Infrastructure, Database System Management, Acceptance of Database System
		●**Network Management**
		  Network Design Architecture as Common Infrastructure, Network System Management, Acceptance of Network System
		●**Security Management**
		  Security Techniques, Collection of Latest Security Information

	Operation	●**Platform Operation** Platform Techniques (Hardware), Platform Techniques (Software), Platform Products Knowledge ●**Network Operation** Network Operation, Network Products Knowledge ●**IT Service Operation** Business Knowledge, Business Application System Operation, Job Schedule, System Monitoring, Runtime Environment Management, Failure Management, Forms Delivery, Media Management ●**Staffing** Maintenance of Quality and Skills, Work Schedule Management

	Service Desk	●**Customer Support Skills**
		  Human Interaction Skills, Listening Skills, Conversation Skills, Writing Skills
		●**Knowledge Management**
		  Significance of Knowledge Management, Knowledgebase, FAQ
		●**Knowledge of Infrastructure for Support Center**
		  Computer Telephony, Call Tracking System, Incident Management System, Knowledge Management System
		●**Individual Activity**
		  Business Knowledge
		●**Staffing**
		  Maintenance of Staff Quality and Skills, Work Schedule Management
		●**Service Desk Management Index**
		  Measurement Index, Monitoring Techniques
		●**Service Support**
		  Incident Management Process

＜Note＞ Important skills and knowledge for IT professionals are marked with "X" in skill dictionary (corresponding table of ITEE) even if that skills and knowledge are not belonged to the specialty field in the job category as IT Service Management.

Skill Proficiency/Knowledge Items

Job Category: IT Service Management

Specialty Field: Operation Management

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Relevant Knowledge [Knowledge Items] -Knowledge of Relevant Regulations -Corporate Ethics -Contract Management -Criteria and Standards	Level 7	Able to make judgment based on guidable and advanced specialty, related to knowledge of relevant regulations, corporate ethics, and contract management, as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
	Level 6	Able to make judgment based on guidable and advanced specialty, related to knowledge of relevant regulations, corporate ethics, and contract management, as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to make judgment based on guidable and advanced specialty, related to knowledge of relevant regulations, corporate ethics, and contract management, as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to make judgment based on advanced specialty, related to knowledge of relevant regulations, corporate ethics and contract management, as a leader of operation management.
	Level 3	Able to express an opinion based on specialty, related to knowledge of relevant regulations, corporate ethics and contract management, as a member of operation management.

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●**Customer Interaction** **[Knowledge Items]** -Customer Relationship -Relationship Management of User Departments -Formulation of Systemization Strategy -User Service and Support -Customer Satisfaction Management	Level 7	Able to provide customer interaction based on guidable and advanced specialty, related to customer relationship, relationship management of user departments, and formulation of systemization strategy etc., as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
	Level 6	Able to provide customer interaction based on guidable and advanced specialty, related to customer relationship, relationship management of user departments, and formulation of systemization strategy etc., as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to provide customer interaction based on guidable and advanced specialty, related to customer relationship, relationship management of user departments, and formulation of systemization strategy etc., as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to provide customer interaction based on advanced specialty, related to customer relationship, relationship management of user departments, and formulation of systemization strategy etc., as a leader of operation management.
	Level 3	Able to support customer interaction based on specialty, related to customer relationship, relationship management of user departments, and formulation of systemization strategy etc., as a member of operation management.

Skill Area and Skill Proficiency

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management	
Skill Item and Knowledge Items	**Skill Proficiency**	

[Job Category Common Skill Item]
●Personnel Management
[Knowledge Items]
 	
-Personnel Plan
-Personnel Employment and
  Deployment
-Skill Management
-Mechanism Creation and
  Personnel Deployment
-Human Resource Development
-Mental Health
-Coaching
	Level 7	Able to carry out personnel management based on guidable and advanced specialty, related to personnel plan, skill management, mechanism creation and personnel deployment, as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.

	Level 6	Able to carry out personnel management based on guidable and advanced specialty, related to personnel plan, skill management, mechanism creation and personnel deployment, as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to carry out personnel management based on guidable and advanced specialty, related to personnel plan, skill management, mechanism creation and personnel deployment, as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to carry out personnel management based on advanced specialty, related to personnel plan, skill management, mechanism creation and personnel deployment, as a leader of operation management.
	Level 3	Able to support personnel management based on specialty, related to personnel plan, skill management, mechanism creation and personnel deployment, as a member of operation management.

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] **●Information Assets Management** **[Knowledge Items]** -Purchasing of Service and Equipment -Cost Allocation -Assets Management	Level 7	Able to carry out information assets management based on guidable and advanced specialty, related to purchasing of service and equipment, cost allocation and assets management, as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
	Level 6	Able to carry out information assets management based on guidable and advanced specialty, related to purchasing of service and equipment, cost allocation and assets management, as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to carry out information assets management based on guidable and advanced specialty, related to purchasing of service and equipment, cost allocation and assets management, as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to carry out information assets management based on advanced specialty, related to purchasing of service and equipment, cost allocation and assets management, as a leader of operation management.
	Level 3	Able to support information assets management based on specialty, related to purchasing of service and equipment, cost allocation and assets management, as a member of operation management.

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management
Skill Item and Knowledge Items	**Skill Proficiency**

[Job Category Common Skill Item]
●Technology
[Knowledge Items]

-Computer Science Fundamentals
-Computer System
-Platform Techniques
-Database Technologies
-Network Technologies
-Internet Technologies
-System Development Technologies
-Security and Privacy

Level 7	Able to carry out technical problem solving based on guidable and advanced specialty, related to internet technologies and computer system, and etc., as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
Level 6	Able to carry out technical problem solving based on guidable and advanced specialty, related to internet technologies and computer system, and etc., as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
Level 5	Able to carry out technical problem solving based on guidable and advanced specialty, related to internet technologies and computer system, and etc., as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
Level 4	Able to carry out technical problem solving based on advanced specialty, related to internet technologies and computer system, and etc., as a leader of operation management.
Level 3	Able to support technical problem solving based on specialty, related to internet technologies and computer system, and etc., as a member of operation management.

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] **●Business Management** **[Knowledge Items]** -System Operational Management Techniques -Business Continuity Management Skill -Organizational Integration Force -Supplier Management -Quality Control -Risk Management	Level 7	Able to carry out business management based on guidable and advanced specialty, related to system operational management techniques, business continuity management skill, organizational integration force, and etc., as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
	Level 6	Able to carry out business management based on guidable and advanced specialty, related to system operational management techniques, business continuity management skill, organizational integration force, and etc., as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to carry out business management based on guidable and advanced specialty, related to system operational management techniques, business continuity management skill, organizational integration force, and etc., as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to carry out business management based on advanced specialty, related to system operational management techniques, business continuity management skill, and organizational integration force, and etc., as a leader of system management.
	Level 3	Able to support business management based on specialty, related to system operational management techniques, business continuity management skill, and organizational integration force, and etc., as a member of operation management.

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Project Management [Knowledge Items] -Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management	Level 7	Able to perform project management by carrying out project plan formulation, plan implementation and change control in collaboration with project managers, as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
	Level 6	Able to perform project management by carrying out project plan formulation, plan implementation and change control in collaboration with project managers, as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to perform project management by carrying out project plan formulation, plan implementation and change control in collaboration with project managers, as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to perform project management by carrying out project plan formulation, plan implementation and change control in collaboration with project managers, as a leader of system operation.
	Level 3	Able to perform project management by carrying out project plan formulation, plan implementation and change control in collaboration with project managers, as a member of system operation.

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management
Skill Item and Knowledge Items	**Skill Proficiency**

[Job Category Common Skill Item]
●Leadership
[Knowledge Items]

-Leadership

Level	Skill Proficiency
Level 7	Able to execute purpose by issuing orders and instructions to organization, as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
Level 6	Able to execute purpose by issuing orders and instructions to organization, as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
Level 5	Able to execute purpose by issuing orders and instructions to team, as a person responsible for operation management with 75 or more staff or an annual contract value of 7.5 billion yen or more.
Level 4	Able to execute purpose by leading team, as a leader of operation management.
Level 3	Able to execute purpose in collaboration with other team members, as a member of operation management.

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●**Communication** **[Knowledge Items]** -2-Way Communication -Transmission of Information -Organization, Analysis and Retrieval of Information	Level 7	Able to perform international communication based on guidable and advanced specialty, related to 2-Way communication, transmission of information, and organization, analysis and retrieval of information, as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
	Level 6	Able to perform communication with multiple companies based on guidable and advanced specialty, related to 2-Way communication, transmission of information, and organization, analysis and retrieval of information, as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to perform communication with other company based on guidable and advanced specialty, related to 2-Way communication, transmission of information, and organization, analysis and retrieval of information, as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to perform communication with other organization based on advanced specialty, related to 2-Way communication, transmission of information, and organization, analysis and retrieval of information, as a leader of operation management.
	Level 3	Able to perform communication with other members based on specialty, related to transmission of information, and organization, analysis and retrieval of information, as a member of operation management.

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management	

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Negotiation [Knowledge Items] -Negotiation	Level 7	Able to perform international negotiation based on guidable and advanced specialty, as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
	Level 6	Able to perform negotiation with multiple companies based on guidable and advanced specialty, as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to perform negotiation with other company based on guidable and advanced specialty, as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to perform negotiation with other organization based on advanced specialty, as a leader of operation management.
	Level 3	Able to perform negotiation with other members based on specialty, as a member of operation management.

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty Field Specific Skill Item] ●IT Service Management [Knowledge Items] -IT Service Management Installation Planning -Security Management	Level 7	Able to perform IT service management based on guidable and advanced specialty related to IT service management installation planning and security management, as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
	Level 6	Able to perform IT service management based on guidable and advanced specialty related to IT service management installation planning and security management, as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to perform IT service management based on guidable and advanced specialty related to IT service management installation planning and security management, as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to perform IT service management based on guidable and advanced specialty related to IT service management installation planning and security management, as a leader of operation management.
	Level 3	Able to support IT service management based on specialty related to IT service management installation planning and security management, as a member of operation management.

Skill Area and Skill Proficiency

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty Field Specific Skill Item] ●**Service Delivery** **[Knowledge Items]** -Service Level Management -Availability Management -Capacity Management -Financial Management of IT Service -Continuity Management of IT Service	Level 7	Able to perform service delivery based on guidable and advanced specialty related to service level management, availability management, capacity management, and etc., as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
	Level 6	Able to perform service delivery based on guidable and advanced specialty related to service level management, availability management, capacity management, and etc., as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to perform service delivery based on guidable and advanced specialty related to service level management, availability management, capacity management, and etc., as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to perform service delivery based on advanced specialty related to service level management, availability management, capacity management, and etc., as a leader of operation management.
	Level 3	Able to support service delivery based on specialty related to service level management, availability management, capacity management, and etc., as a member of operation management.

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty Field Specific Skill Item] **●Service Support** **[Knowledge Items]** -Incident Management -Problem Management -Change Management -Release Management -Configuration Management	Level 7	Able to perform service support based on guidable and advanced specialty related to incident management, problem management, change management, and etc., as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
	Level 6	Able to perform service support based on guidable and advanced specialty related to incident management, problem management, change management, and etc., as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to perform service support based on guidable and advanced specialty related to incident management, problem management, change management, and etc., as a person responsible for operation management of 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to perform service support based on advanced specialty related to incident management, problem management, change management, and etc., as a leader of operation management.
	Level 3	Able to perform service support based on specialty related to incident management, problem management, change management, and etc., as a member of operation management.

Specialty Field: Operation Management	Skill Proficiency/Knowledge Items of IT Service Management	
Skill Item and Knowledge Items	**Skill Proficiency**	
[Specialty Field Specific Skill Item] ●Facility Management [Knowledge Items] -Knowledge of Safety Management such as Crime and Disaster Prevention Measures in Data Center Facilities -Basic Knowledge of Facilities Management related Regulation and Standards -Equipment Management	Level 7	Able to perform facility management base on guidable and advanced specialty related to knowledge of safety management such as crime and disaster prevention measures in data center facilities, and etc., as a person responsible for operation management with 250 or more staff or an annual contract value of 2.5 billion yen or more.
	Level 6	Able to perform facility management base on guidable and advanced specialty related to knowledge of safety management such as crime and disaster prevention measures in data center facilities, and etc., as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to perform facility management base on guidable and advanced specialty related to knowledge of safety management such as crime and disaster prevention measures in data center facilities, and etc., as a person responsible for operation management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to perform facility management base on advanced specialty related to knowledge of safety management such as crime and disaster prevention measures in data center facilities, and etc., as a leader of operation management.
	Level 3	Able to perform facility management base on specialty related to knowledge of safety management such as crime and disaster prevention measures in data center facilities, and etc, as a member of operation management.

Skill Area and Skill Proficiency

Skill Proficiency/Knowledge Items

Job Category: IT Service Management

Specialty Field: System Management

Specialty Field:
System Management

Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Job Category Common Skill Item] ●**Relevant Knowledge** **[Knowledge Items]** -Knowledge of Relevant Regulations -Corporate Ethics -Contract Management -Criteria and standards	**Level 7**
	Level 6 — Able to make judgment based on guidable and advanced specialty, related to customer relationship, relationship management of user departments, and formulation of systemization strategy etc., as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5 — Able to make judgment based on guidable and advanced specialty, related to knowledge of relevant regulations, corporate ethics, and contract management, as a person responsible for system management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4 — Able to make judgment based on guidable and advanced specialty, related to knowledge of relevant regulations, corporate ethics, and contract management, as a leader of system management.
	Level 3 — Able to express an opinion based on specialty, related to knowledge of relevant regulations, corporate ethics and contract management, as a member of system management.

Specialty Field: System Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] **●Customer Interaction** **[Knowledge Items]** -Customer Relationship -Relationship Management of User Departments -Formulation of Systemization Strategy -User Service and Support -Customer Satisfaction Management	**Level 7**	
	Level 6	Able to provide customer interaction based on guidable and advanced specialty, related to customer relationship, relationship management of user departments, formulation of systemization strategy, and etc., as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to provide customer interaction based on guidable and advanced specialty, related to customer relationship, relationship management of user departments, formulation of systemization strategy, and etc., as a person responsible for system management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to provide customer interaction based on advanced specialty, related to customer relationship, relationship management of user departments, formulation of systemization strategy, and etc., as a leader of system management.
	Level 3	Able to support customer interaction based on specialty, related to customer relationship, relationship management of user departments, formulation of systemization strategy, and etc., as a member of system management.

Specialty Field: System Management	Skill Proficiency/Knowledge Items of IT Service Management	

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Personnel Management [Knowledge Items] -Personnel Plan -Personnel Employment and Deployment -Skill Management -Mechanism Creation and Personnel Deployment -Human Resource Development -Mental Health -Coaching	Level 7	
	Level 6	Able to carry out personnel management based on guidable and advanced specialty, related to personnel plan, skill management, mechanism creation and personnel deployment, and etc., as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to carry out personnel management based on guidable and advanced specialty, related to personnel plan, skill management, mechanism creation and personnel deployment, as a person responsible for system management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to carry out personnel management based on advanced specialty, related to personnel plan, skill management, mechanism creation and personnel deployment, as a leader of system management.
	Level 3	Able to support personnel management based on specialty, related to personnel plan, skill management, mechanism creation and personnel deployment, as a member of system management.

Specialty Field: System Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Information Assets Management [Knowledge Items] -Purchasing of Service and Equipment -Cost Allocation -Assets Management	Level 7	
	Level 6	Able to carry out information assets management based on guidable and advanced specialty, related to purchasing of service and equipment, cost allocation and assets management, as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to carry out information assets management based on guidable and advanced specialty, related to purchasing of service and equipment, cost allocation and assets management, as a person responsible for system management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to carry out information assets management based on advanced specialty, related to purchasing of service and equipment, cost allocation and assets management, as a leader of system management.
	Level 3	Able to support information assets management based on specialty, related to purchasing of service and equipment, cost allocation and assets management, as a member of system management.

Specialty Field: System Management	

Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency

[Job Category Common Skill Item]

●Technology

[Knowledge Items]

-Computer Science Fundamentals
-Computer System
-Platform Techniques
-Database Technologies
-Network Technologies
-Internet Technologies
-System Development Technologies
-Security and Privacy

Level	Description
Level 7	
Level 6	Able to carry out technical problem solving based on guidable and advanced specialty, related to internet technologies, computer system, and etc., as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
Level 5	Able to carry out technical problem solving based on guidable and advanced specialty, related to internet technologies, computer system, and etc., as a person responsible for system management with 75 or more staff or an annual contract value of 750 million yen or more.
Level 4	Able to carry out technical problem solving based on advanced specialty, related to internet technologies, computer system, and etc., as a leader of system management.
Level 3	Able to support technical problem solving based on specialty, related to internet technologies, computer system, and etc., as a member of system management.

Specialty Field: System Management	Skill Proficiency/Knowledge Items of IT Service Management
Skill Item and Knowledge Items	**Skill Proficiency**

[Job Category Common Skill Item]
●Business Management
[Knowledge Items]
 	
-System Operational Management
  Techniques
-Business Continuity Management
  Skill
-Organizational Integration Force
-Supplier Management
-Quality Control
-Risk Management
	Level 7

	Level 6 Able to carry out business management based on guidable and advanced specialty, related to system operational management techniques, business continuity management skill, organizational integration force, and etc., as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5 Able to carry out business management based on guidable and advanced specialty, related to system operational management techniques, business continuity management skill, organizational integration force, and etc., as a person responsible for system management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4 Able to carry out business management based on advanced specialty, related to system operational management techniques, business continuity management skill, organizational integration force, and etc., as a leader of system management.
	Level 3 Able to support business management based on specialty, related to system operational management techniques, business continuity management skill, organizational integration force, and etc., as a member of system management.

Specialty Field: System Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] **●Project Management** **[Knowledge Items]** -Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management	Level 7	
	Level 6	Able to perform project by carrying out project plan formulation, plan implementation, and change control, in collaboration with project managers, as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to perform project by carrying out project plan formulation, plan implementation and change control, in collaboration with project managers, as a person responsible for system management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to perform project by carrying out project plan formulation, plan implementation and change control, in collaboration with project managers, as a leader of system management.
	Level 3	Able to perform project by carrying out project plan formulation, plan implementation and change control, in collaboration with project managers, as a member of system management.

Specialty Field: System Management	Skill Proficiency/Knowledge Items of IT Service Management	
Skill Item and Knowledge Items	**Skill Proficiency**	
[Job Category Common Skill Item] ●Leadership [Knowledge Items] -Leadership	Level 7	
	Level 6	Able to execute purpose by issuing orders and instructions to organization, as a person responsible for operation management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to execute purpose by issuing orders and instructions to team, as a person responsible for system management with 75 or more staff or an annual contract value of 7.5 billion yen or more.
	Level 4	Able to execute purpose by leading team, as a leader of system management.
	Level 3	Able to execute purpose in collaboration with other team members, as a member of system management.

Skill Area and Skill Proficiency

Specialty Field: System Management	Skill Proficiency/Knowledge Items of IT Service Management
Skill Item and Knowledge Items	**Skill Proficiency**

[Job Category Common Skill Item]

●Communication

[Knowledge Items]

-2-Way Communication
-Transmission of Information
-Organization, Analysis and
 Retrieval of Information

Level 7	
Level 6	Able to perform communication with multiple companies based on guidable and advanced specialty, related to 2-Way communication, transmission of information, and organization, analysis and retrieval of information, as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
Level 5	Able to perform communication with other company based on guidable and advanced specialty, related to 2-Way communication, transmission of information, and organization, analysis and retrieval of information, as a person responsible for system management with 75 or more staff or an annual contract value of 750 million yen or more.
Level 4	Able to perform communication with other organization based on advanced specialty, related to 2-Way communication, transmission of information, and organization, analysis and retrieval of information, as a leader of system management.
Level 3	Able to perform communication with other members based on specialty, related to transmission of information, and organization, analysis and retrieval of information, as a member of system management.

Specialty Field: System Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Negotiation [Knowledge Items] -Negotiation	Level 7	
	Level 6	Able to perform negotiation with multiple companies based on guidable and advanced specialty, as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to perform negotiation with other company based on guidable and advanced specialty, as a person responsible for system management with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to perform negotiation with other organization based on advanced specialty, as a leader of system management.
	Level 3	Able to perform negotiation with other members based on specialty, as a member of system management.

Skill Proficiency/Knowledge Items of IT Service Management

Specialty Field: System Management	

Skill Item and Knowledge Items	Skill Proficiency
[Specialty Field Specific Skill Item] ●Business Administration of IT Service Management **[Knowledge Items]** -Work Flow Analysis of IT Service Management -Installation and Setup of Operating Application Management System -Administration of Operating Application Management System	**Level 7**
	Level 6 — Able to perform business administration of IT service management based on guidable and advanced specialty related to work flow analysis of IT service management, and etc., as a person responsible for system management of with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5 — Able to perform business administration of IT service management based on guidable and advanced specialty related to work flow analysis of IT service management, and etc., as a person responsible for system management of with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4 — Able to perform business administration of IT service management based on guidable and advanced specialty related to work flow analysis of IT service management, and etc., as a leader of operation management.
	Level 3 — Able to support business administration of IT service management based on specialty related to work flow analysis of IT service management, and etc., as a member of system management.

Skill Proficiency/Knowledge Items of IT Service Management

Specialty Field:
System Management

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty Field Specific Skill Item] ●Application Management [Knowledge Items] -Driving Control -Operating Methods during failures -Performance Management -Configuration Management -Acceptance of Application System	Level 7	
	Level 6	Able to carry out application management based on guidable and advanced specialty, related to driving control, operating methods during failures, performance management, configuration management, and etc., as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to carry out application management based on guidable and advanced specialty, related to driving control, operating methods during failures, performance management, configuration management, and etc., as a person responsible for system management of with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to carry out application management based on advanced specialty, related to driving control, operating methods during failures, performance management, configuration management, and etc., as a leader of system management.
	Level 3	Able to carry out application management based on specialty, related to driving control, operating methods during failures, performance management, configuration management, and etc., as a member of system management.

Skill Area and Skill Proficiency

Skill Proficiency/Knowledge Items of IT Service Management

Specialty Field: System Management	

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty Field Specific Skill Item] ●System Platform Management [Knowledge Items] -Platform Design Architecture as Common Infrastructure -Platform System Management -Acceptance of System Platform	Level 7	
	Level 6	Able to carry out system platform management based on guidable and advanced specialty, related to platform design architecture as common infrastructure, platform system management, and etc., as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to carry out system platform management based on guidable and advanced specialty, related to platform design architecture as common infrastructure, platform system management, and etc., as a person responsible for system management of with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to carry out system platform management based on advanced specialty, related to platform design architecture as common infrastructure, platform system management, and etc., as a leader of system management.
	Level 3	Able to carry out system platform management based on specialty, related to platform design architecture as common infrastructure, platform system management, and etc., as a member of system management.

| Specialty Field: System Management | Skill Proficiency/Knowledge Items of IT Service Management |

Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty Field Specific Skill Item] ●Database Management **[Knowledge Items]** -Database Design Architecture as Common Infrastructure -Database System Management -Acceptance of Database System	Level 7	
	Level 6	Able to carry out database management based on guidable and advanced specialty, related to database design architecture as common infrastructure, database system management, and etc., as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to carry out database management based on guidable and advanced specialty, related to database design architecture as common infrastructure, database system management, and etc., as a person responsible for system management of with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to carry out database management based on and advanced specialty, related to database design architecture as common infrastructure, database system management, and etc., as a leader of system management.
	Level 3	Able to carry out database management based on and advanced specialty, related to database design architecture as common infrastructure, database system management, and etc., as a member of system management.

Specialty Field: System Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Specialty Field Specific Skill Item] ●Network Management **[Knowledge Items]** -Network Design Architecture as Common Infrastructure -Network System Management -Acceptance of Network System	**Level 7**
	Level 6 — Able to carry out network management based on guidable and advanced specialty, related to network design architecture as common infrastructure, network system management, and etc., as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5 — Able to carry out network management based on guidable and advanced specialty, related to network design architecture as common infrastructure, network system management, and etc., as a person responsible for system management of with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4 — Able to carry out network management based on guidable and advanced specialty, related to network design architecture as common infrastructure, network system management, and etc., as a leader of system management.
	Level 3 — Able to carry out network management based on guidable and specialty, related to network design architecture as common infrastructure, network system management, and etc., as a member of system management.

Specialty Field: System Management	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty Field Specific Skill Item] ●Security Management [Knowledge Items] -Security Techniques -Collection of Latest Security Information	Level 7	
	Level 6	Able to carry out security management based on guidable and advanced specialty, related to security techniques and collection of latest security information, as a person responsible for system management with 150 or more staff or an annual contract value of 1.5 billion yen or more.
	Level 5	Able to carry out security management based on guidable and advanced specialty, related to security techniques and collection of latest security information, as a person responsible for system management of with 75 or more staff or an annual contract value of 750 million yen or more.
	Level 4	Able to carry out security management based on advanced specialty, related to security techniques and collection of latest security information, as a leader of system management.
	Level 3	Able to support security management based on specialty, related to security techniques and collection of latest security information, as a member of system management.

Skill Proficiency/Knowledge Items

Job Category: IT Service Management

Specialty Field: Operation

Specialty Field: Operation	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency

[Job Category Common Skill Item]

●Relevant Knowledge

[Knowledge Items]

-Knowledge of Relevant
　Regulations
-Corporate Ethics
-Contract Management
-Criteria and standards

Level 7

Level 6

Level 5

Level 4 Able to express an opinion under social judgment and framework based on advanced specialty, related to knowledge of relevant regulations, corporate ethics and contract management, as an operation leader.

Level 3 Able to express an opinion under social judgment and framework based on specialty, related to knowledge of relevant regulations, corporate ethics and contract management, as an operation member.

Skill Proficiency/Knowledge Items of IT Service Management

Specialty Field:
Operation

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Customer Interaction [Knowledge Items] -Customer Relationship -Relationship Management of User Departments -Formulation of Systemization Strategy -User Service and Support -Customer Satisfaction Management	Level 7	
	Level 6	
	Level 5	
	Level 4	Able to provide customer interaction based on advanced specialty related to customer relationship, relationship management of user departments, and formulation of systemization strategy, as an operation leader.
	Level 3	Able to provide customer interaction based on specialty related to customer relationship, relationship management of user departments, and formulation of systemization strategy, as an operation member.

Specialty Field: Operation	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency

[Job Category Common Skill Item]

●Personnel Management

[Knowledge Items]

-Personnel Plan
-Personnel Employment and Deployment
-Skill Management
-Mechanism Creation and Personnel Deployment
-Human Resource Development
-Mental Health
-Coaching

Level	Skill Proficiency
Level 7	
Level 6	
Level 5	
Level 4	Able to carry out personnel management based on advanced specialty, related to personnel plan, skill management and mechanism creation and personnel deployment, and etc., as an operation leader.
Level 3	Able to carry out personnel management based on specialty, related to personnel plan, skill management and mechanism creation and personnel deployment, and etc., as an operation member.

Skill Proficiency/Knowledge Items of IT Service Management

Specialty Field:
Operation

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Information Assets Management [Knowledge Items] -Purchasing of Service and Equipment -Cost Allocation -Assets Management	Level 7	
	Level 6	
	Level 5	
	Level 4	Able to carry out information assets management based on advanced specialty, related to purchasing of service and equipment, cost allocation and assets management, as an operation leader.
	Level 3	Able to support information assets management based on specialty, related to purchasing of service and equipment, cost allocation and assets management, as an operation member.

Skill Proficiency/Knowledge Items of IT Service Management

Specialty Field: Operation	
Skill Item and Knowledge Items	**Skill Proficiency**

[Job Category Common Skill Item]

●Technology

[Knowledge Items]

-Computer science fundamentals
-Computer systems
-Platform technologies
-Database technologies
-Network technologies
-Internet technologies
-System development technologies
-Security and Privacy

Level	Skill Proficiency
Level 7	
Level 6	
Level 5	
Level 4	Able to carry out technical problem solving based on advanced specialty, related to internet technologies and computer system, and etc., as an operation leader.
Level 3	Able to support technical problem solving based on specialty, related to internet technologies and computer system, and etc., as an operation member.

Skill Area and Skill Proficiency

Specialty Field: Operation	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Job Category Common Skill Item] ●Business Management [Knowledge Items] -System Operational Management Techniques -Business Continuity Management Skill -Organizational Integration Force -Supplier Management -Quality Control -Risk Management	**Level 7** **Level 6** **Level 5** **Level 4** — Able to carry out business management based on advanced specialty, related to system operational management techniques, business continuity management skill, and organizational integration force, and etc., as an operation leader. **Level 3** — Able to support business management based on specialty, related to system operational management techniques, business continuity management skill, and organizational integration force, and etc., as an operation member.

Specialty Field: Operation	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items / Skill Proficiency

[Job Category Common Skill Item]

●Project Management

[Knowledge Items]

-Project Integration Management
-Project Scope Management
-Project Time Management
-Project Cost Management
-Project Quality Management
-Project Human Resource Management
-Project Communications Management
-Project Risk Management
-Project Procurement Management

Level	Skill Proficiency
Level 7	
Level 6	
Level 5	
Level 4	Able to perform project by carrying out project plan formulation, plan implementation and change control in collaboration with project managers, as an operation leader.
Level 3	Able to perform project by carrying out project plan formulation, plan implementation and change control in collaboration with project managers, as an operation member.

Skill Area and Skill Proficiency

Specialty Field: Operation	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Job Category Common Skill Item] ●Leadership [Knowledge Items] -Leadership	**Level 7**
	Level 6
	Level 5
	Level 4 — Able to execute purpose by leading team, as an operation leader.
	Level 3 — Able to execute purpose in collaboration with other team members, as an operation member.

Specialty Field: Operation	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency

[Job Category Common Skill Item]

●Communication

[Knowledge Items]

-2-Way communication
-Transmission of information
-Organization, analysis, and retrieval of information

Level 7

Level 6

Level 5

Level 4 — Able to perform communication with other organization based on advanced specialty, related to 2-Way communication, transmission of information, and organization, analysis and retrieval of information, as an operation leader.

Level 3 — Able to perform communication with other members based on specialty, related to transmission of information, and organization, analysis and retrieval of information, as an operation member.

Skill Area and Skill Proficiency

Specialty Field: Operation	Skill Proficiency/Knowledge Items of IT Service Management	
Skill Item and Knowledge Items	**Skill Proficiency**	
[Job Category Common Skill Item] ●Negotiation [Knowledge Items] -Negotiation	Level 7	
	Level 6	
	Level 5	
	Level 4	Able to perform negotiation with other organization based on advanced specialty, as an operation leader.
	Level 3	Able to perform negotiation with other members based on specialty, as an operation member.

Specialty Field: Operation	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	

[Specialty Field Specific Skill Item]

●Platform Operation

[Knowledge Items]

-Platform Techniques (Hardware)
-Platform Techniques (Software)
-Platform Products Knowledge

	Skill Proficiency
Level 7	
Level 6	
Level 5	
Level 4	Able to carry out platform operation based on advanced specialty, related to platform techniques, platform products knowledge, and etc., as an operation leader.
Level 3	Able to support platform operation based on specialty, related to platform techniques, platform products knowledge, and etc., as an operation member.

Specialty Field: Operation	Skill Proficiency/Knowledge Items of IT Service Management
Skill Item and Knowledge Items	**Skill Proficiency**

[Specialty Field Specific Skill Item]

●Network Operation

[Knowledge Items]

-Network Technologies
-Network Products Knowledge

Level 7	
Level 6	
Level 5	
Level 4	Able to carry out network operation based on advanced specialty, related to network technologies and network products knowledge, as an operation leader.
Level 3	Able to support network operation based on specialty, related to network technologies and network products knowledge, as an operation member.

Specialty Field: Operation	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Specialty Field Specific Skill Item] ●IT Service Operation [Knowledge Items] -Business Knowledge -Business Application System Operation -Job Schedule -System Monitoring -Runtime Environment Management -Failure Management -Forms Delivery -Media Management	**Level 7**
	Level 6
	Level 5
	Level 4 — Able to carry out IT service operation based on advanced specialty, related to business schedule, business application system operation, job schedule, and etc., as an operation leader.
	Level 3 — Able to carry out IT service operation based on advanced specialty, related to business schedule, business application system operation, job schedule, and etc., as an operation member.

Skill Area and Skill Proficiency

Specialty Field: Operation	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency	

[Specialty Field Specific Skill Item]

●Staffing

[Knowledge Items]

-Maintenance of Quality and Skills
-Work Schedule Management

Level 7	
Level 6	
Level 5	
Level 4	Able to carry out staffing based on advanced specialty, related to maintenance of quality and skills and work schedule management, as an operation leader.
Level 3	Able to carry out staffing based on specialty, related to maintenance of quality and skills and work schedule management, as an operation member.

Skill Area and Skill Proficiency

Skill Proficiency/Knowledge Items

Job Category: IT Service Management

Specialty Field: Service Desk

Specialty Field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Job Category Common Skill Item] ●Relevant Knowledge [Knowledge Items] -Knowledge of Relevant Regulations -Corporate ethics -Contract Management -Criteria and Standards	**Level 7** **Level 6** **Level 5** **Level 4** Able to express an opinion under social judgment and framework based on advanced specialty, related to knowledge of relevant regulations, corporate ethics and contract management, as leader of service desk. **Level 3** Able to express an opinion under social judgment and framework based on specialty, related to knowledge of relevant regulations, corporate ethics and contract management, as member of service desk.

Specialty field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management
Skill Item and Knowledge Items	**Skill Proficiency**

[Job Category Common Skill Item]
●Customer Interaction
[Knowledge Items]

-Customer Relationship
-Relationship Management of User
  Departments
-Formulation of Systemization
  Strategy
-User Service and Support
-Customer Satisfaction
  Management

Level	Skill Proficiency
Level 7	
Level 6	
Level 5	
Level 4	Able to provide customer interaction based on advanced specialty, related to customer relationship, relationship management of user departments, formulation of systemization strategy and etc., as a leader of service desk.
Level 3	Able to provide customer interaction based on specialty, related to customer relationship, relationship management of user departments, formulation of systemization strategy and etc., as a member of service desk.

Specialty field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency

[Job category common skill item]

●Personnel Management

[Knowledge Items]

-Personnel Plan
-Personnel Employment and
  Deployment
-Skill Management
-Mechanism Creation and
  Personnel Deployment
-Human Resource Development
-Mental Health
-Coaching

Level	Skill Proficiency
Level 7	
Level 6	
Level 5	
Level 4	Able to carry out personnel management based on advanced specialty, related to personnel plan, skill management, mechanism creation and personnel deployment and etc., as a leader of service desk.
Level 3	Able to support personnel management based on specialty, related to personnel plan, skill management, mechanism creation and personnel deployment and etc., as a member of service desk.

Skill Area and Skill Proficiency

Specialty Field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency

[Job Category Common Skill Item]

●Information Assets Management

[Knowledge Items]

-Purchasing of Service and
 Equipment
-Cost Allocation
-Assets Management

Level 7	
Level 6	
Level 5	
Level 4	Able to carry out Information assets management based on advanced specialty, related to purchasing of service and equipment, cost allocation, and assets management, as a leader of service desk.
Level 3	Able to support Information assets management based on specialty, related to purchasing of service and equipment, cost allocation, and assets management, as a member of service desk.

Specialty Field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Job Category Common Skill Item] ●Technology [Knowledge Items] -Computer Science Fundamentals -Computer System -Platform Techniques -Database Technologies -Network Technologies -Internet Technologies -System Development Technologies -Security and Privacy	**Level 7**
	Level 6
	Level 5
	Level 4 — Able to carry out technical problem solving based on advanced specialty, related to internet technologies and computer system, and etc., as a leader of service desk.
	Level 3 — Able to support technical problem solving based on specialty, related to internet technologies and computer system, and etc., as a member of service desk.

Specialty Field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency

[Job Category Common Skill Item]

●Business Management

[Knowledge Items]

-System Operational Management Techniques
-Business Continuity Management Skill
-Organizational Integration Force
-Supplier Management
-Quality Control
-Risk Management

Level 7

Level 6

Level 5

Level 4 — Able to carry out business management based on advanced specialty, related to system operational management techniques, business continuity management skill, and organizational integration force, and etc., as a leader of service desk.

Level 3 — Able to support business management based on specialty, related to system operational management techniques, business continuity management skill, and organizational integration force, and etc., as a member of service desk.

Skill Proficiency/Knowledge Items of IT Service Management

Specialty Field:
Service Desk

Skill Item and Knowledge Items	Skill Proficiency
[Job Category Common Skill Item] ●Project Management **[Knowledge Items]** -Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management	**Level 7** **Level 6** **Level 5** **Level 4** Able to perform project management by carrying out project plan formulation, plan implementation and change control, in collaboration with project managers, as a leader of service desk. **Level 3** Able to perform project management by carrying out project plan formulation, plan implementation and change control, in collaboration with project managers, as a member of service desk.

Skill Area and Skill Proficiency

Specialty Field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Job Category Common Skill Item] ●Leadership [Knowledge Items] -Leadership	**Level 7** **Level 6** **Level 5** **Level 4** Able to execute purpose by leading team, as a leader of service desk. **Level 3** Able to execute purpose in collaboration with other team members, as a member of service desk.

Skill Area and Skill Proficiency

Specialty Field: Servicer Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Job Category Common Skill Item] ●Communication [Knowledge Items] -2-Way Communication -Transmission of Information -Organization, Analysis and Retrieval of Information	**Level 7**
	Level 6
	Level 5
	Level 4 Able to perform communication with other organization based on advanced specialty, related to 2-Way communication, transmission of information, and organization, analysis and retrieval of information, as a leader of service desk.
	Level 3 Able to perform communication with other members based on specialty, related to transmission of information, and organization, analysis and retrieval of information, as a member of service desk.

Specialty Field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Job Category Common Skill Item] ●Negotiation [Knowledge Items] -Negotiation	**Level 7** **Level 6** **Level 5** **Level 4** — Able to perform negotiation with other organization based on advanced specialty, as a leader of service desk. **Level 3** — Able to perform negotiation with other members based on specialty, as a member of service desk.

Specialty Field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Specialty Field Specific Skill Item] ●Customer Support Skills [Knowledge Items] -Human Interaction Skills -Listening Skills -Conversation Skills -Writing Skills	**Level 7**
	Level 6
	Level 5
	Level 4 — Able to carry out customer support skills based on advanced specialty, related to human interaction skills, listening skills, conversation skills, and etc., as a leader of service desk.
	Level 3 — Able to assist support customer support skills based on specialty, related to human interaction skills, listening skills, conversation skills, and etc., as a member of service desk.

Specialty Field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Specialty Field Specific Skill Item] ●Knowledge Management [Knowledge Items] -Significance of Knowledge Management -Knowledgebase -FAQ	**Level 7** **Level 6** **Level 5** **Level 4** Able to carry out knowledge management based on advanced specialty, related to manuals, books, online help, FAQ, and etc., as a leader of service desk. **Level 3** Able to support knowledge management based on specialty, related to manuals, books, online help, FAQ, and etc., as a member of service desk.

Specialty Field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management
Skill Item and Knowledge Items	**Skill Proficiency**

[Specialty Field Specific Skill Item]

●Knowledge of Infrastructure for Support Center

[Knowledge Items]

-Computer Telephony
-Call Tracking System
-Incident Management System
-Knowledge Management System

Level 7	
Level 6	
Level 5	
Level 4	Able to carry out development, management, and operation of infrastructure for support center, based on advanced specialty, related to computer telephony, call tracking system, and etc., as leader of service desk.
Level 3	Able to support development, management, and operation of infrastructure for support center, based on specialty, related to computer telephony, call tracking system, and etc., as leader of service desk.

Specialty Field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items	Skill Proficiency
[Specialty Field Specific Skill Item] ●Individual Activity [Knowledge Items] -Business Knowledge	**Level 7**
	Level 6
	Level 5
	Level 4 — Able to make proper judgment with advanced specialty related to business knowledge, as a leader of service desk.
	Level 3 — Able to make proper judgment with specialty related to business knowledge, as a member of service desk.

Skill Area and Skill Proficiency

Skill Proficiency/Knowledge Items of IT Service Management

Specialty Field: Service Desk	

Skill Item and Knowledge Items	Skill Proficiency
[Job category common skill item] **●Staffing** **[Knowledge Items]** -Maintenance of Staff Quality and Skills -Work Schedule Management	**Level 7**
	Level 6
	Level 5
	Level 4 — Able to carry out staffing based on advanced specialty related to maintenance of staff quality and skills, and work schedule management, as a leader of service desk.
	Level 3 — Able to carry out staffing based on specialty related to maintenance of staff quality and skills, and work schedule management, as a member of service desk.

Skill Proficiency/Knowledge Items of IT Service Management

Specialty field: Service Desk	

Skill Item and Knowledge Items	Skill Proficiency
[Specialty field specific skill item] ●Service Desk Management Index **[Knowledge Items]** -Measurement Index -Monitoring Techniques	**Level 7**
	Level 6
	Level 5
	Level 4 — Able to set service desk management index based on advanced specialty related to measurement index and monitoring techniques, as a leader of service desk.
	Level 3 — Able to express an opinion of service desk management index based on specialty related to measurement index and monitoring techniques, as a member of service desk.

Specialty Field: Service Desk	Skill Proficiency/Knowledge Items of IT Service Management

Skill Item and Knowledge Items | Skill Proficiency

[Specialty Field Specific Skill Item]

●Service Support

[Knowledge Items]

-Incident Management Process

Level	Skill Proficiency
Level 7	
Level 6	
Level 5	
Level 4	Able to carry out incident management based on advanced of specialty related to incident management process, as a leader of service desk.
Level 3	Able to support incident management based on specialty related to incident management process, as a member of service desk.