Outline of Job Career and Key Performance Indicator

(10)IT Service Management

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Outline of Job Category

IT Service Management

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Outline of IT Service Management

Job Category	IT Service Management			
Specialty Field	Operations Management	System Management	Operations	Service desk
Level 7				
Level 6				
Level 5				
Level 4				
Level 3				
Level 2				
Level 1				

Description of Job Category

Has responsibility for the stable operation of whole system from the operational risk management side, based on service level agreement (SLA) with customers, by utilizing system operation related technology and implementing service-level design. Pursues safety, reliability and efficiency for stable operation of the whole system . In addition, implements operation management including system infrastructure management by performing collection and analysis of system operating information to maintain and improves service level. In the IT investment phases, areas of development, operation and maintenance are the main activity areas.

Performs the following:

-Development: examination of operation possibility, examination of production migration plan

-Operation/Maintenance: System operation planning, execution, monitoring, and failure handling management

This job category is classified into the following specialty fields.

●Operations Management

Being involved with the whole of IT service management, takes preventive measures to avoid risk and performs each process in order to provide stable service. Leads persons interested in implementation and has responsibility for service provision such as service-level management. High-level engineers have management responsibility for IT service management for customers, as a person responsible for operations management. In addition, formulates operational guidelines and ensures compliance with the guidelines.

●System Management

Performs design, construction, maintenance and management of IT infrastructure as the part of common operational environment (IT infrastructure indicates Network/LAN, Operating management tools, .mainframe and Hardware/OS/Middleware and appliances of server)

In addition, formulates system acceptance criteria of IT infrastructure.

●Operation

Performs control, operation and condition report of IT system according to given procedure for stable operation of IT system. Records and stores all implementation matters.

●Service desk

Performs help desk for support of IT user service such as inquiry or application. Records and stores all support matters.

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Key Performance Indicator

IT Service Management

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Key Performance Indicator: IT Service Management

Specialty Field	Operations Management	Level 7

[Business Contribution]

●Responsibilities

Has the responsibility for stable operation and leads service management team, as a person responsible for the whole of IT service management for customers in phases of planning and implementation of IT service management. Assures customer satisfaction, security, reliability, and effectiveness in IT service management, based service level agreements, and has successful experience and performance of providing service with optimal costs for 3 years or more (Equivalent to the complexity and size of Level 7 or above).

●Complexity

Has experience and performance of achieving successful results in operations management with three or more of following complexity criteria.(International operations management is required)

□International operations management (severe, cultural, social, international and political circumstances) □Internationally advanced operations management

□Advanced operations requirements (performance requirements, security requirements, technical requirements, running operation requirements)

□Advanced infrastructure requirements (multi-platform, multi-vendor, global optimum)

□Advanced system link (information system affecting society related to confidentiality, assurance, and availability)

□Structure (complicated cooperative relationship, multiple related departments) □Complex contract conditions or completion conditions

●Size

Has experience and performance of achieving successful results in operations management with either one of the following size.

□Project with 250 persons or more, or an annual contract value of 2.5 billion yen or more

□Project with 150 or more but less than 250 persons, or an annual contract value of 1.5 billion or more but less than 2.5 billion yen, and with five or more of above complexity criteria.

[Professional Contribution]

-Holds the high specialty in the following IT service management area sufficient to guide others and leads the industry

□Service level management □Risk preventive measures □Stable Service provision

□Negotiation with relevant department □Formulation of operational guidelines

-Has achievement of five items or more for following expertise succession of IT service management.

□Activities in professional community such as academic society and committee □Publication of a book □Publication of a paper outside the company

□Publication of a paper within the company □Instructor outside the company □Instructor within the company □Filing of a patent application

-Develops subordinates (by mentoring, coaching and etc.)

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Key Performance Indicator: IT Service Management

Specialty Field	Operations Management	Level 6

[Business Contribution]

●Responsibilities

Has the responsibility for stable operation and leads IT service management team, as a person responsible for IT service management for customers in phases of planning and implementation of IT service management. Assures customer satisfaction, security, reliability, and effectiveness in IT service management, based service level agreements, and has successful experience and performance of providing service with optimal costs for 3 years or more (Equivalent to the complexity and size of Level 6 or above).

●Complexity

Has experience and performance of achieving success in operations management with two or more of following complexity criteria.

□International operations management (critical environment in cultural, social, international and political aspects)
□Internationally advanced operations management
□Advanced operations requirements (performance requirements, security requirements, technical requirements, running operation requirements)
□Advanced infrastructure requirements (multi-platform, multi-vendor, global optimum)
□Advanced system link (information system affecting society related to confidentiality, assurance, and availability)
□Structure (complicated cooperative relationship, multiple related departments)
□Complex contract conditions or completion conditions

●Size

Has experience and performance of achieving success in operations management with either one of the following size.

□Project with 150 persons or more, or an annual contract value of 1.5 billion yen or more
□Project with 75 or more but less than 150 persons, or an annual contract value of 750 million or more but less than 1.5 billion yen, and with four or more of above complexity criteria.

[Professional Contribution]

-Holds the high specialty in the following IT service management area sufficient to guide others and contributes to the industry

□Service level management
□Risk preventive measures
□Stable Service provision
□Negotiation with relevant department
□Formulation of operational guidelines

-Has achievement of four items or more of expertise succession for IT service management.

□Activities in professional community such as academic society and committee
□Publication of a book
□Publication of a paper outside the company
□Publication of a paper within the company
□Instructor outside the company
□Instructor within the company
□Filing of a patent application

-Develops subordinates (by mentoring, coaching and etc.)

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Key Performance Indicator: IT Service Management

Specialty Field	Operations Management	Level 5

[Business Contribution]

●Responsibilities

Has the responsibility for stable operation and leads IT service management team, as a person responsible for IT service management in phases of planning and implementation of IT service management. Assures customer satisfaction, security, reliability, and effectiveness in operations management, based service level agreements, and has successful experience and performance of providing service with optimal costs for 3 years or more (Equivalent to the complexity and size of Level 5 or above).

●Complexity

Has experience and performance of achieving success in operations management with two or more of following complexity criteria.

□Advanced operating requirements (performance requirements, security requirements, technical requirements, running operation requirements)

□Advanced infrastructure requirement (multi-platform, multi-vendor, global optimum)

□Advanced system link (information system affecting society related to confidentiality, assurance, and availability)

□Structure (complicated cooperative relationship, multiple related departments)

□Complex contract conditions or completion conditions

●Size

Has experience and performance of achieving success in operations management with either one of the following size.

□Project with 75 persons or more, or an annual contract value of 750 million yen or more

□Project with 35 or more but less than 75 persons, or an annual contract value of 350 million or more but less than 750 million yen, and with four or more of above complexity criteria.

[Professional Contribution]

-Holds the high specialty in the following IT service management area sufficient to guide others and contributes to the company

□Service level management □Risk preventive measures □Stable Service provision

□Negotiation with relevant department □Formulation of operational guidelines

-Has achievement of three items or more of expertise succession for IT service management.

□Activities in professional community such as academic society and committee □Publication of a book □Publication of a paper outside the company

□Publication of a paper within the company □Instructor outside the company □Instructor within the company □Filing of a patent application

-Develops subordinates (by mentoring, coaching and etc.)

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Key Performance Indicator: IT Service Management

Specialty Field	Operations Management	Level 4

[Business Contribution]

●Responsibilities

Leads members, as a leader of operations management team in planning and implementation of IT service management. Assures customer satisfaction, security, reliability, and effectiveness in operations management, based service level agreements, and has successful experience and performance of providing service with optimal costs for 2 years or more (Equivalent to the complexity and size of Level 4 or above).

●Complexity

Has experience and performance of achieving success in operations management with two or more of following complexity criteria.

□Advanced operating requirements (performance requirements, security requirements, technical requirements, running operation requirements)
□Advanced infrastructure requirement (multi-platform, multi-vendor, global optimum)
□Advanced system link (information system affecting society related to confidentiality, assurance, and availability)
□Structure (complicated cooperative relationship, multiple related departments)
□Complex contract conditions or completion conditions

●Size

Has experience and performance of achieving success in operations management with either one of the following size.

□Project with 35 persons or more, or an annual contract value of 350 million yen or more
□Project with 15 or more but less than 35 persons, or an annual contract value of 150 million or more but less than 350 million yen, and with four or more of above complexity criteria.

[Professional Contribution]

-Holds the high specialty in the following IT service management area sufficient to guide subordinates

□Service level management □Risk preventive measures □Stable Service provision
□Negotiation with relevant department □Formulation of operational guidelines

-Has achievement in one or more items of expertise succession for IT service management.

□Activities in professional community such as academic society and committee □Publication of a book □Publication of a paper outside the company
□Publication of a paper within the company □Instructor outside the company □Instructor within the company □Filing of a patent application

-Develops subordinates (by mentoring, coaching and etc.)

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Key Performance Indicator: IT Service Management

Specialty Field	Operations Management	Level 3

[Business Contribution]

●Responsibilities

Has experience and performance of implementing operations management job under designated management system and control procedure and etc. for one or more years, as a member of operations management team in phases of planning and implementation in IT service management (Equivalent to the complexity and size of Level 3 or above)

●Complexity

Has experience and performance of achieving successful results in operations management with two or more of following complexity criteria.

□Advanced operating requirements (performance requirements, security requirements, technical requirements, running operation requirements)
□Advanced infrastructure requirement (multi-platform, multi-vendor, global optimum)
□Advanced system link (information system affecting society related to confidentiality, assurance, and availability)
□Structure (complicated cooperative relationship, multiple related departments)
□Complex contract conditions or completion conditions

●Size

Not specified.

[Professional Contribution]

-Holds the high specialty in the following IT service management area to perform assigned task by him/her-self.

□Service level management
□Risk preventive measures
□Stable Service provision
□Negotiation with relevant department
□Formulation of operational guidelines

〈Remarks〉

-By passing Applied ITEE (Information Technology Engineer Examination)"AP", individuals are regarded as attaining the minimum capability required in ITSS level 3.

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Key Performance Indicator: IT Service Management

Specialty Field	System Management	Level 6

[Business Contribution]

●Responsibilities

Leads members, as a person responsible for system management team in phases of planning and implementation of system management for IT service management. Has experience in design and construction of common operating environment, and creation and assessment of system acceptance criteria related to IT infrastructure to achieve service level objectives agreed upon SLA. In addition, has experience and performance of achieving successful results in maintenance management for common operational environment including failure handling, configuration change and operating analysis for 3 years or more (Equivalent to complexity and size of Level 6 or above).

●Complexity

Has experience and performance of achieving success in system management with two or more of following complexity criteria.

□Advanced system operational requirements (performance requirement, security requirement, technical requirement, operation requirement)
□Complex operating system (multi-platform, multivendor, high availability)
□Advanced application requirement (performance, failure measures, security, operation and maintenance)
□Structure(complex cooperative relationship, multiple related departments)
□Complex contract conditions and completion conditions

●Size

Has experience and performance of achieving success in system management with either one of the following size.

□Project with 150 persons or more, or an annual contract value of 1.5 billion yen or more
□Project with 75 or more but less than 150 persons, or an annual contract value of 750 million or more but less than 1.5 billion yen, and with four or more of above complexity criteria.

[Professional Contribution]

-Holds the high specialty in the following system management area sufficient to guide others and contributes to the industry

□Operational control of IT Service management □Application management □System platform management □Database management
□Network management □Security

-Has achievement in four items or more of expertise succession for system management.

□Activities in professional community such as academic society and committee □Publication of a book □Publication of a paper outside the company
□Publication of a paper within the company □Instructor outside the company □Instructor within the company □Filing of a patent application

-Develops subordinates (by mentoring, coaching and etc.)

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Key Performance Indicator: IT Service Management

Specialty area	System Management	Level 5

[Business Contribution]

●Responsibilities

Leads system management team, as a person responsible for system management team in phases of planning and implementation of IT service management. Has experience in design and construction of common operating environment, and creation and assessment of system acceptance criteria related to IT infrastructure to achieve service level objectives agreed upon SLA. In addition, has experience and performance of achieving success in maintenance management for common operational environment including failure handling, configuration change and operating analysis for 3 years or more (Equivalent to complexity and size of Level 5 or above)

●Complexity

Has experience and performance of achieving successful results in system management with two or more of following complexity criteria.

□Advanced system operational requirements (performance requirement, security requirement, technical requirement, operation requirement)
□Complex operating system (multi-platform, multivendor, high availability)
□Advanced application requirement (performance, failure measures, security, operation and maintenance)
□Structure(complex cooperative relationship, multiple related departments)
□Complex contract conditions and completion conditions

●Size

Has experience and performance of achieving success in system management with either one of the following size.

□Project with 75 or more but less than 150 persons, or an annual contract value of 750 million or more but less than 1.5 billion yen.
□Project with 35 or more but less than 75 persons, or an annual contract value of 350 million or more but less than 750 million yen, and with four or more of above complexity criteria.

[Professional Contribution]

-Holds the high specialty in the following system management area sufficient to guide others and contributes to the company

□Operational control of IT Service management □Application management □System platform management □Database management
□Network management □Security

-Has achievement of three items or more of expertise succession for system management.

□Activities in professional community such as academic society and committee □Publication of a book □Publication of a paper outside the company
□Publication of a paper within the company □Instructor outside the company □Instructor within the company □Filing of a patent application

-Develops subordinates (by mentoring, coaching and etc.)

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Key Performance Indicator: IT Service Management

Specialty Field	System Management	Level 4

[Business Contribution]

●Responsibilities

Leads members, as a leader of system management team in phases of planning and implementation for IT service management. Has experience in design and construction of common operating environment, and creation and assessment of system acceptance criteria related to IT infrastructure to achieve service level objectives agreed upon SLA. In addition, has experience and performance of achieving successful results of maintenance management for common operating environment including failure handling, configuration change and operating analysis for 2 years or more (equivalent to complexity and size of Level 4 or above).

●Complexity

Has experience and performance of achieving success in system management with two or more of following complexity criteria.

□Advanced system operational requirements (performance requirement, security requirement, technical requirement, running operation requirement)
□Complex operating system (multi-platform, multivendor, high availability)
□Advanced application requirement (performance, failure measures, security, operation and maintenance)
□Structure(complex cooperative relationship, multiple related departments)
□Complex contract conditions and completion conditions

●Size

Has experience and performance of achieving success in system management with either one of the following size.

□Project with 35 or more but less than 75 persons, or an annual contract value of 350 million or more but less than 750 million yen.
□Project with 15 or more but less than 35 persons, or an annual contract value of 150 million or more but less than 350 million yen, and with four or more of above complexity criteria.

[Professional Contribution]

-Holds the high specialty in the following system management area sufficient to guide subordinates.

□Operational control of IT Service management □Application management □System platform management □Database management
□Network management □Security

-Has achievement in one or more items of expertise succession for system management.

□Activities in professional community such as academic society and committee □Publication of a book □Publication of a paper outside the company
□Publication of a paper within the company □Instructor outside the company □Instructor within the company □Filing of a patent application

-Develops subordinates (by mentoring, coaching and etc.)

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Key Performance Indicator: IT Service Management

Specialty Field	System Management	Level 3

[Business Contribution]

●Responsibilities

Has continuous experience and performance of implementing system management operation under designated management system and control procedure and etc. for one or more years, as a member of system management team in phases of implementation for IT service management (Equivalent to complexity and size of Level 3 or above)

●Complexity

Has experience and performance of implementing continuously success in system management with two or more of following complexity criteria.

□Advanced system operational requirements (performance requirement, security requirement, technical requirement, running operation requirement)

□Complex operating system (multi-platform, multivendor, high availability)

□Advanced application requirement (performance, failure measures, security, operation and maintenance)

□Structure(complex cooperative relationship, multiple related departments)

□Complex contract conditions and completion conditions

●Size

Not specified.

[Professional Contribution]

-Holds the high specialty in the following system management area to perform assigned task by him/her-self

□Operational control of IT Service management □Application management □System platform management □Database management

□Network management □Security

〈Remarks〉

-By passing Applied ITEE (Information Technology Engineer Examination)"AP", individuals are regarded as attaining the minimum capability required in ITSS level 3.

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Key Performance Indicator: IT Service Management

Specialty Field	Operations	Level 4

[Business Contribution]

●Responsibilities

Leads members, as a leader of operations team in the phase of system operations. Promotes job improvement and proposal to enhance security and efficiency in operations. Has experience and performance of achieving success in operations including unscheduled task for two years or more, maintaining stakeholder satisfaction (equivalent to complexity and size of Level 4 or above)

●Complexity

Has experience and performance of achieving success in IT system operations with two or more of following complexity criteria.

□Complex operation system (multi-platform, multi-vendor, system link, number of systems, kinds of work procedures and high availability)

□Advanced business requirements (performance, failure measures, security, data link, kinds of business, and operation and maintenance)

□Structure (complicated cooperative relationship, multiple related departments)

□Complex contract conditions or completion conditions

●Size

Has experience and performance of achieving success in IT system operations with either one of the following size.

□Project with 30 or more, or an annual contract value of 300 million or more yen.

□Project with 15 or more but less than 30 persons, or an annual contract value of 150 million or more but less than 300 million yen, and with four or more of above complexity criteria.

[Professional Contribution]

-Holds the high specialty in the following IT system operation area sufficient to guide subordinates.

□Software (OS, Middleware, Database, Tools) □Hardware (classification, CPU, Peripheral equipments, networks)

□Business knowledge (Industry trends, individual activity, specific activity, customer service)

□Various management work (performance, failure, security and resources and etc.)

-Has achievement of one or more items of expertise succession for operations.

□Activities in professional community such as academic society and committee □Publication of a book □Publication of a paper outside the company

□Publication of a paper within the company □Instructor outside the company □Instructor within the company □Filing of a patent application

-Develops subordinates (by mentoring, coaching and etc.)

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Key Performance Indicator: IT Service Management

Specialty Field	Operations	Level 3

[Business Contribution]

●Responsibilities

Implements IT system operations, as a member of operation team in phases of system operations. Promotes job improvement and proposal to enhance security and efficiency in operations. Has experience and performance of achieving success in operations including unscheduled task for one or more years (equivalent to complexity and size of Level 3 or above)

●Complexity

Has experience and performance of achieving success in operations with two or more of following complexity criteria.

□Complex operation system (multi-platform, multi-vendor, system link, number of systems, kinds of work procedures and high availability)

□Advanced business requirements (performance, failure measures, security, data link, kinds of business, and operation and maintenance)

□Structure (complicated cooperative relationship, multiple related departments)

□Complex contract conditions or completion conditions

●Size

Not specified.

[Professional Contribution]

-Holds the high specialty in the following IT system operation area sufficient to perform assigned task by him/her-self.

□Software (OS, Middleware, Database, Tools)

□Hardware (classification, CPU, Peripheral equipments, networks)

□Business knowledge (Industry trends, individual activity, specific activity, customer service)

□Various management work (performance, failure, security and resources and etc.)

〈Remarks〉

-By passing Applied ITEE (Information Technology Engineer Examination)"AP", individuals are regarded as attaining the minimum capability required in ITSS level 3

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Key Performance Indicator: IT Service Management

Specialty Field	Service Desk	Level 4

[Business Contribution]

●Responsibilities

Leads members, as a leader of service desk team in phases of planning and implementation of service desk operation. Manages agreed-upon service level with customers, and maintains customer satisfaction and effectiveness in service desk. Has experience and performance of successful service provision for two or more years (equivalent to complexity and size of Level 4 or above)

●Complexity

Has experience and performance of achieving success in service desk operations with two or more of following complexity criteria.

□High-level target support system (multi-platform, multi-vendor, performance requirements, security requirements, technical requirements, and etc.)

□High-level network requirements (multi-protocol, performance requirements, security requirements, technical requirements, and etc.)

□High-level application requirements (performance requirements, security requirements, l technical requirements, and etc.)

□Structure (complicated cooperative relationship, multiple related departments)

□Complex contract conditions or completion conditions

●Size

Has experience and performance of achieving successful results in service desk operations with either one of the following size.

□20 or more persons during peak period

□Annual contract value of100 million yen

□Annual number of user accommodation with 3000 or more persons

[Professional Contribution]

-Holds the high specialty in the following service desk operation area sufficient to guide subordinates.

□Management (customer support, stress management, human resources management, team development)

□Acquisition of customer satisfaction □Technology (Infrastructure of support center, CTI (computer telephony integration), and etc.)

□Operation management (service level management, incident management, problem management, change control, knowledge management and etc.)

-Has achievement in one or more items of expertise succession for service desk.

□Activities in professional community such as academic society and committee □Publication of a book □Publication of a paper outside the company

□Publication of a paper within the company □Instructor outside the company □Instructor within the company □Filing of a patent application

-Develops subordinates (by mentoring, coaching and etc.)

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Key Performance Indicator: IT Service Management

Specialty Field	Service Desk	Level 3

[Business Contribution]

●Responsibilities

Manages agreed-upon service level with customers, as a member of service desk team in phases of planning and implementation of service desk operation. Maintains customer satisfaction and effectiveness in service desk and has experience and performance of successful service provision for two or more years (equivalent to complexity and size of Level 3 or above)

●Complexity

Has experience and performance of achieving success in service desk operations with two or more of following complexity criteria.

□High-level target support system (multi-platform, multi-vendor, performance requirements, security requirements, technical requirements, and etc.)
□High-level network requirements (multi-protocol, performance requirements, security requirements, technical requirements, and etc.)
□High-level application requirements (performance requirements, security requirements, l technical requirements, and etc.)
□Structure (complicated cooperative relationship, multiple related departments)
□Complex contract conditions or completion conditions

●Size

Not specified.

[Professional Contribution]

-Holds the high specialty in the following service desk operation area sufficient to perform assigned task by him/her-self.

□Management (customer support, stress management, human resources management, team development)
□Acquisition of customer satisfaction
□Technology (Infrastructure of support center, CTI (computer telephony integration), and etc.)
□Operation management (service level management, incident management, problem management, change control, knowledge management and etc.)

〈Remarks〉

-By passing Applied ITEE (Information Technology Engineer Examination)"AP", individuals are regarded as attaining the minimum capability required in ITSS level 3

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