

# **Outline of Job Career and Key Performance Indicator**

## **(10) *Operations***

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## Outline of Job Career Operations



# Outline of Operations

Job career	Operations		
Specialty Field	System operation	Network operation	Service desk
Level 7			
Level 6			
Level 5			
Level 4			
Level 3			
Level 2			
Level 1			

## Description of Job Career

Performs keeping and improvement of service level, analysis and collecting system operation information, and operation management including system infrastructure management in order to realize safety operation of the whole system, by utilizing professional expertise related to system operation management.

Has responsibility in stable operation of system (safety, efficiency, customer satisfaction, etc.)

In the IT investment phases, Operation and maintenance (Solution operation (system/application) and Solution maintenance (system/application)) is the main activity area. Performs the following:

-Operation and Maintenance

- Management of system operation

(System operation planning, execution, monitoring, and failure handling management)

- Validation of Operation feasibility, validation of production migration plan

This job career category is classified into the following specialty fields.

### ●System operation

Performs planning, operation, maintenance of service, monitoring, recovery from failure, and prevention from failure, in operation of computer systems.

### ●Network operation

Performs planning, operation, maintenance of service, network monitoring, recovery from failure, and prevention from failure, in operation of network systems.

### ●Service desk

Performs help desk business operation in order to facilitate improvement of user service, and provides integrated contact for notice on all types of inquiries, claims and failures from users.



# Key Performance Indicator

## Operations



# Key Performance Indicator : Operations

Specialty Field	System operation	Level 5
<p><b>[Contribution to business]</b></p> <p>●<b>Responsibilities</b> In phases of planning and carrying out of system operation, acts as a responsible person by leading the members. Manages service level agreed upon with customer, and maintains customer satisfaction safety, and effectiveness in system operation management. Has experience in achieving successful results in providing service within budget (equivalent to complexity and size of Level 5).</p> <p>●<b>Complexity</b> Has experience in achieving successful results in the system operation that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/>Complexity of system operation requirements (performance requirements, security requirements, technical requirements, operation requirements)</li> <li><input type="checkbox"/>Complexity of operation systems (multi-platform, multi-vendor, high usability)</li> <li><input type="checkbox"/>Complexity of application requirements (required level for performance, obstacle measures, security, operation and maintenance is high)</li> <li><input type="checkbox"/>System (subcontract, complicated cooperative relationship, operation that involves several related departments)</li> <li><input type="checkbox"/>Complex contract conditions or completion conditions</li> </ul> <p>●<b>Size</b> Has experience in achieving successful results in the completion of system operation that meets either one of the following size.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/>Project with 10 persons or more during peak periods, or an annual contract value of 1 hundred million yen or more.</li> <li><input type="checkbox"/>In case of the project that meets four or more complexity criteria (above), with less than 10 persons during peak periods or an annual contract value of less than 100 million yen.</li> </ul> <p><b>[Contribution to professional society]</b></p> <ul style="list-style-type: none"> <li>-Holds the high specialty in either one or more of the following major themes of this Specialty Field sufficient enough to guide others and contributes to the company. <ul style="list-style-type: none"> <li><input type="checkbox"/>Service level management      <input type="checkbox"/>System operation management</li> <li><input type="checkbox"/>Stress management      <input type="checkbox"/>Information asset management</li> </ul> </li> <li>-Has recognized accomplishments three items or more in the area of technology succession of system operation. <ul style="list-style-type: none"> <li><input type="checkbox"/>Professional community activities such as academic society and committee      <input type="checkbox"/>Publication of a book      <input type="checkbox"/>Publication of a paper outside the company</li> <li><input type="checkbox"/>Publication of a paper within the company      <input type="checkbox"/>Invited to speak outside the company      <input type="checkbox"/>Instructor within the company      <input type="checkbox"/>Filing of a patent application</li> </ul> </li> <li>-Has accomplishments in developing subordinates (by mentoring, coaching, etc.)</li> </ul>		



# Key Performance Indicator : Operations

Specialty Field	System operation	Level 4
<p><b>[Contribution to business]</b></p> <p>●<b>Responsibilities</b></p> <p>In phases of planning and carrying out of system operation, acts as a responsible person by leading the members. Manages service level agreed upon with customer, and maintains customer satisfaction safety, and effectiveness in system operation management. Has experience in achieving successful results in providing service within budget (equivalent to complexity and size of Level 4).</p> <p>●<b>Complexity</b></p> <p>Has experience in achieving successful results in the system operation that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complexity of system operation requirements (performance requirements, security requirements, technical requirements, operation requirements)</li> <li><input type="checkbox"/> Complexity of operation systems (multi-platform, multi-vendor, high usability)</li> <li><input type="checkbox"/> Complexity of application requirements (required level for performance, obstacle measures, security, operation and maintenance is high)</li> <li><input type="checkbox"/> System (subcontract, complicated cooperative relationship, operation that involves several related departments)</li> <li><input type="checkbox"/> Complex contract conditions or completion conditions</li> </ul> <p>●<b>Size</b></p> <p>Has experience in achieving successful results in the completion of system operation that meets the following size.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Project with less than 10 persons during peak periods or an annual contract value of less than 100 million yen.</li> </ul> <p><b>[Contribution to professional society]</b></p> <p>-Holds the high specialty in either one or more of the following major themes of this Specialty Field and guides subordinates.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Service level management</li> <li><input type="checkbox"/> System operation management</li> <li><input type="checkbox"/> Stress management</li> <li><input type="checkbox"/> Information asset management</li> </ul> <p>-Has recognized accomplishments one item or more in the area of technology succession of system operation.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Professional community activities such as academic society and committee</li> <li><input type="checkbox"/> Publication of a book</li> <li><input type="checkbox"/> Publication of a paper outside the company</li> <li><input type="checkbox"/> Publication of a paper within the company</li> <li><input type="checkbox"/> Invited to speak outside the company</li> <li><input type="checkbox"/> Instructor within the company</li> <li><input type="checkbox"/> Filing of a patent application</li> </ul> <p>-Has accomplishments in developing subordinates (by mentoring, coaching, etc.)</p>		



# Key Performance Indicator : Operations

Specialty Field	System operation	Level 3
<p><b>[Contribution to business]</b></p> <p>●<b>Responsibilities</b> Acts as a member of system operation team, and follows specified management system and management procedure. Has experience in achieving successful results in system operation based on service plan (equivalent to complexity and size of Level 3).</p> <p>●<b>Complexity</b> Has experience in achieving successful results in the system operation that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complexity of system operation requirements (performance requirements, security requirements, technical requirements, operation requirements)</li> <li><input type="checkbox"/> Complexity of operation systems (multi-platform, multi-vendor, high usability)</li> <li><input type="checkbox"/> Complexity of application requirements (required level for performance, obstacle measures, security, operation and maintenance is high)</li> <li><input type="checkbox"/> System (subcontract, complicated cooperative relationship, operation that involves several related departments)</li> <li><input type="checkbox"/> Complex contract conditions or completion conditions</li> </ul> <p>●<b>Size</b> Not specified.</p> <p><b>[Contribution to professional society]</b></p> <p>-Holds the specialty in either one or more of the following major themes of this Specialty Field and practices by him/herself.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Service level management</li> <li><input type="checkbox"/> System operation management</li> <li><input type="checkbox"/> Stress management</li> <li><input type="checkbox"/> Information asset management</li> </ul>		



# Key Performance Indicator : Operations

Specialty Field	Network operation	Level 5
<p><b>[Contribution to business]</b></p> <p>●<b>Responsibilities</b> In phases of planning and carrying out of network operation, acts as a responsible person by leading the members. Manages service level agreed upon with customer, and maintains customer satisfaction safety, and effectiveness in network operation management. Has experience in achieving successful results in providing service within budget (equivalent to complexity and size of Level 5).</p> <p>●<b>Complexity</b> Has experience in achieving successful results in the service desk that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complexity of application requirements (required level for performance, obstacle measures, security, operation and maintenance is high)</li> <li><input type="checkbox"/> Complexity of network requirements (performance requirements, security requirements, technological requirements, operation requirements, multiple protocols)</li> <li><input type="checkbox"/> System (subcontract, complicated cooperative relationship, operation that involves several related departments)</li> <li><input type="checkbox"/> Complex contract conditions or completion conditions</li> </ul> <p>●<b>Size</b> Has experience in achieving successful results in the completion of network operation that meets either one of the following size.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Project with 10 persons or more during peak periods.</li> <li><input type="checkbox"/> Project with an annual contract value of 100 million yen or more.</li> <li><input type="checkbox"/> Medium-scale network or larger operation with 100 or more installation sites.</li> <li><input type="checkbox"/> In case of the project that meets four or more complexity criteria (above), and fulfils level 4 size requirements' in the same Specialty Fields.</li> </ul> <p><b>[Contribution to professional society]</b></p> <p>-Holds the high specialty in either one or more of the following major themes of this Specialty Field sufficient enough to guide others and contributes to the company.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Service level management      <input type="checkbox"/> Network operation management</li> <li><input type="checkbox"/> Stress management      <input type="checkbox"/> Information asset management</li> </ul> <p>-Has recognized accomplishments three items or more in the area of technology succession of network operation.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Professional community activities such as academic society and committee      <input type="checkbox"/> Publication of a book      <input type="checkbox"/> Publication of a paper outside the company</li> <li><input type="checkbox"/> Publication of a paper within the company      <input type="checkbox"/> Invited to speak outside the company      <input type="checkbox"/> Instructor within the company      <input type="checkbox"/> Filing of a patent application</li> </ul> <p>-Has accomplishments in developing subordinates (by mentoring, coaching, etc.)</p>		



# Key Performance Indicator : Operations

Specialty Field	Network operation	Level 4
<p><b>[Contribution to business]</b></p> <p>●<b>Responsibilities</b></p> <p>In phases of planning and carrying out of network operation, acts as a responsible person by leading the members. Manages service level agreed upon with customer, and maintains customer satisfaction safety, and effectiveness in network operation management. Has experience in achieving successful results in providing service within budget (equivalent to complexity and size of Level 4).</p> <p>●<b>Complexity</b></p> <p>Has experience in achieving successful results in the service desk that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complexity of application requirements (required level for performance, obstacle measures, security, operation and maintenance is high)</li> <li><input type="checkbox"/> Complexity of network requirements (performance requirements, security requirements, technological requirements, operation requirements, multiple protocols)</li> <li><input type="checkbox"/> System (subcontract, complicated cooperative relationship, operation that involves several related departments)</li> <li><input type="checkbox"/> Complex contract conditions or completion conditions</li> </ul> <p>●<b>Size</b></p> <p>Has experience in achieving successful results in the completion of network operation that meets either one of the following size.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Project with less than 10 persons during peak periods.</li> <li><input type="checkbox"/> Project with an annual contract value of less than 100 million yen.</li> <li><input type="checkbox"/> Small-scale network project with less than 100 installation sites.</li> </ul> <p><b>[Contribution to professional society]</b></p> <p>-Holds the high specialty in either one or more of the following major themes of this Specialty Field and guides subordinates.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Service level management      <input type="checkbox"/> Network operation management</li> <li><input type="checkbox"/> Stress management      <input type="checkbox"/> Information asset management</li> </ul> <p>-Has recognized accomplishments one item or more in the area of technology succession of network operation.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Professional community activities such as academic society and committee      <input type="checkbox"/> Publication of a book      <input type="checkbox"/> Publication of a paper outside the company</li> <li><input type="checkbox"/> Publication of a paper within the company      <input type="checkbox"/> Invited to speak outside the company      <input type="checkbox"/> Instructor within the company      <input type="checkbox"/> Filing of a patent application</li> </ul> <p>-Has accomplishments in developing subordinates (by mentoring, coaching, etc.)</p>		



# Key Performance Indicator : Operations

Specialty Field	Network operation	Level 3
<p><b>[Contribution to business]</b></p> <p>●<b>Responsibilities</b> Acts as a member of network operation team, and follows specified management system and management procedure. Has experience in achieving successful results in network operation based on service plan (equivalent to complexity and size of Level 3).</p> <p>●<b>Complexity</b> Has experience in achieving successful results in the service desk that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/>Complexity of application requirements (required level for performance, obstacle measures, security, operation and maintenance is high)</li> <li><input type="checkbox"/>Complexity of network requirements (performance requirements, security requirements, technological requirements, operation requirements, multiple protocols)</li> <li><input type="checkbox"/>System (subcontract, complicated cooperative relationship, operation that involves several related departments)</li> </ul> <p>●<b>Size</b> Not specified.</p> <p><b>[Contribution to professional society]</b> -Holds the specialty in either one or more of the following major themes of this Specialty Field and practices by him/herself.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/>Service level management</li> <li><input type="checkbox"/>Network operation management</li> <li><input type="checkbox"/>Stress management</li> </ul>		



# Key Performance Indicator : Operations

Specialty Field	Service desk	Level 5
<p><b>[Contribution to business]</b></p> <p>●<b>Responsibilities</b> In phases of planning and carrying out of service desk, acts as a responsible person by leading the members. Manages service level agreed upon with customer, and maintains customer satisfaction safety, and effectiveness in service desk. Has experience in achieving successful results in providing service within budget (equivalent to complexity and size of Level 5).</p> <p>●<b>Complexity</b> Has experience in achieving successful results in the service desk that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complexity of system to support (multi-platform, multi-vendor, high performance requirements, high-level security requirements, high-level technical requirements, etc.)</li> <li><input type="checkbox"/> Complexity of network requirements (multi-protocol, high performance requirements, high-level security requirements, high-level technical requirements, etc.)</li> <li><input type="checkbox"/> Complexity of application requirements (high performance requirements, high-level security requirements, high-level technical requirements, etc.)</li> <li><input type="checkbox"/> System (subcontract, complicated cooperative relationship, operation that involves several related departments)</li> <li><input type="checkbox"/> Complex contract conditions or completion conditions</li> </ul> <p>●<b>Size</b> Has experience in achieving successful results in the completion of service desk that meets either one of the following size.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Project with 20 persons or more during peak periods.</li> <li><input type="checkbox"/> Service desk with a scale of an annual contract value of 150 million yen or more.</li> <li><input type="checkbox"/> Number of answers to user inquiries is 3000 or more a year.</li> <li><input type="checkbox"/> In case of the project that meets four or more complexity criteria (above), and fulfils level 4 size requirements' in the same Specialty Fields.</li> </ul> <p><b>[Contribution to professional society]</b></p> <p>-Holds the high specialty in either one or more of the following major themes of this Specialty Field sufficient enough to guide others and contributes to the company.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Stress management</li> <li><input type="checkbox"/> Acquisition of customer satisfaction</li> <li><input type="checkbox"/> Subcontract management</li> <li><input type="checkbox"/> Contract management</li> </ul> <p>-Has recognized accomplishments three items or more in the area of technology succession of service desk.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Professional community activities such as academic society and committee</li> <li><input type="checkbox"/> Publication of a book</li> <li><input type="checkbox"/> Publication of a paper outside the company</li> <li><input type="checkbox"/> Publication of a paper within the company</li> <li><input type="checkbox"/> Invited to speak outside the company</li> <li><input type="checkbox"/> Instructor within the company</li> <li><input type="checkbox"/> Filing of a patent application</li> </ul> <p>-Has accomplishments in developing subordinates (by mentoring, coaching, etc.)</p>		



# Key Performance Indicator : Operations

Specialty Field	Service desk	Level 4
<p><b>[Contribution to business]</b></p> <p>●<b>Responsibilities</b> In phases of planning and carrying out of service desk, acts as a responsible person by leading the members. Manages service level agreed upon with customer, and maintains customer satisfaction safety, and effectiveness in service desk. Has experience in achieving successful results in providing service within budget (equivalent to complexity and size of Level 4).</p> <p>●<b>Complexity</b> Has experience in achieving successful results in the service desk that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complexity of system to support (multi-platform, multi-vendor, high performance requirements, high-level security requirements, high-level technical requirements, etc.)</li> <li><input type="checkbox"/> Complexity of network requirements (multi-protocol, high performance requirements, high-level security requirements, high-level technical requirements, etc.)</li> <li><input type="checkbox"/> Complexity of application requirements (high performance requirements, high-level security requirements, high-level technical requirements, etc.)</li> <li><input type="checkbox"/> System (subcontract, complicated cooperative relationship, operation that involves several related departments)</li> <li><input type="checkbox"/> Complex contract conditions or completion conditions</li> </ul> <p>●<b>Size</b> Has experience in achieving successful results in the completion of service desk that meets the following size.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Project with less than 20 persons during peak periods.</li> <li><input type="checkbox"/> Service desk with a scale of an annual contract value of less than 150 million yen</li> <li><input type="checkbox"/> Number of answers to user inquiries from 1000 but less than 3000 a year.</li> </ul> <p><b>[Contribution to professional society]</b></p> <ul style="list-style-type: none"> <li>-Holds the high specialty in either one or more of the following major themes of this Specialty Field and guides subordinates. <ul style="list-style-type: none"> <li><input type="checkbox"/> Stress management      <input type="checkbox"/> Acquisition of customer satisfaction      <input type="checkbox"/> Subcontract management      <input type="checkbox"/> Contract management</li> </ul> </li> <li>-Has recognized accomplishments one item or more in the area of technology succession of service desk. <ul style="list-style-type: none"> <li><input type="checkbox"/> Professional community activities such as academic society and committee      <input type="checkbox"/> Publication of a book      <input type="checkbox"/> Publication of a paper outside the company</li> <li><input type="checkbox"/> Publication of a paper within the company      <input type="checkbox"/> Invited to speak outside the company      <input type="checkbox"/> Instructor within the company      <input type="checkbox"/> Filing of a patent application</li> </ul> </li> <li>-Has accomplishments in developing subordinates (by mentoring, coaching, etc.)</li> </ul>		



# Key Performance Indicator : Operations

Specialty Field	Service desk	Level 3
<p><b>[Contribution to business]</b></p> <p>●<b>Responsibilities</b> Acts as a member of service desk team, and follows specified management system and management procedure. Has experience in achieving successful results in service desk based on service plan (equivalent to complexity and size of Level 3).</p> <p>●<b>Complexity</b> Has experience in achieving successful results in the service desk that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complexity of system to support (multi-platform, multi-vendor, high performance requirements, security requirements, technical requirements, etc.)</li> <li><input type="checkbox"/> Complexity of network requirements (multi-protocol, performance requirements, security requirements, technical requirements, etc.)</li> <li><input type="checkbox"/> Complexity of application requirements (required level for performance, obstacle measures, security, operation and maintenance is high)</li> </ul> <p>●<b>Size</b> Not specified.</p> <p><b>[Contribution to professional society]</b> -Holds the specialty in either one or more of the following major themes of this Specialty Field and practices by him/herself.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Stress management</li> <li><input type="checkbox"/> Acquisition of customer satisfaction</li> <li><input type="checkbox"/> Subcontract management</li> </ul>		



# Key Performance Indicator : Operations

Specialty Field	Common to Operations	Level 2
	<p><b>[Contribution to business]</b></p> <ul style="list-style-type: none"> <li>● <b>Responsibilities</b> Acts as a member of operation under supervision of a higher-level specialist in the same job carrier category. Has experience in carrying out operation work (equivalent to complexity and size of Level 2).</li> <li>● <b>Complexity</b> Has experience in carrying out assigned operation work regardless of complexity.</li> <li>● <b>Size</b> Not specified.</li> </ul> <p><b>[Contribution to professional society]</b></p> <p>-Has basic knowledge and experience of the following major themes of this Specialty Field.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Service support management</li> <li><input type="checkbox"/> System operation management</li> <li><input type="checkbox"/> Information asset management</li> </ul>	



# Key Performance Indicator : Operations

Specialty Field	Common to Operations	Level 1
<p><b>[Contribution to business]</b></p> <p>●<b>Responsibilities</b> Acts as a member of operation under guidance of a higher-level specialist in the same job carrier category. Has experience in participating in operation work (equivalent to complexity and size of Level 1).</p> <p>●<b>Complexity</b> Has experience in participating in assigned operation work regardless of complexity.</p> <p>●<b>Size</b> Not specified.</p> <p><b>[Contribution to professional society]</b> -Has basic knowledge and experience of the following major themes of this Specialty Field.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/>Service support management</li> <li><input type="checkbox"/>System operation management</li> <li><input type="checkbox"/>Information asset management</li> </ul>		



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