

Outline of Job Career and Key Performance Indicator
(9) Customer Service

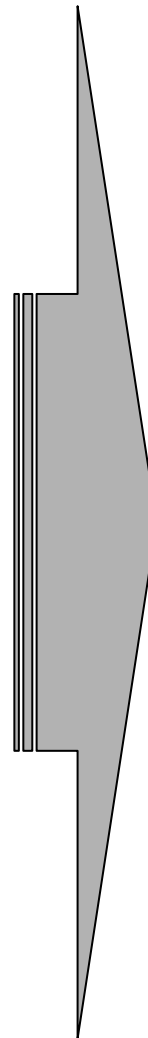
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Outline of Job Career

Customer Service

Outline of Customer Service

| Job career | Customer Service | | |
|-----------------|------------------|----------|---------------------|
| Specialty Field | Hardware | Software | Facility management |
| Level 7 | | | |
| Level 6 | | | |
| Level 5 | | | |
| Level 4 | | | |
| Level 3 | | | |
| Level 2 | | | |
| Level 1 | | | |



Description of Job Career

Performs installation of hardware, installation of software, customization, maintenance, and repairs in accordance with customer facilities and also performs remote maintenance, by utilizing professional expertise related to hardware, software, and facilities. Supports facility construction in order to use IT technology. Has responsibility in quality (usability, easy-maintenance, etc.) of installed hardware and software.

In the IT investment phases, Development (Solution construction (development/implementation), and Operation and maintenance (Solution maintenance (system/application) are the main activity areas. Performs the following:-Development

- Installation of hardware and software

-Operation and Maintenance

- Maintenance of hardware and software

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

•Hardware

Performs installation, emplacement, normal maintenance of function, function expansion, restoration from failure, and guidance on operation, etc., with the purpose of stable operation of computers and related equipment (referred to as hardware in the following) that are already installed or planned to be installed in.

•Software

Performs installation, set up, normal maintenance of function, function expansion, composition change, restoration from failure, and guidance on operation, etc., with the purpose of stable operation of computer program and software products (referred to as software in the following) that are already installed or planned to be installed in the future.

•Facility management

Performs design, management of construction, and operation of facility infrastructure for computer systems and networks.

Key Performance Indicator

Customer Service

Key Performance Indicator : Customer Service

| Specialty Field | Hardware | Level 5 |
|---|----------|---------|
| <p>[Contribution to business]</p> <p>●Responsibilities</p> <p>In phases of design, development, operation, and maintenance of project, acts as a responsible person of hardware service, by leading other customer service job career categories. Has experience in achieving successful results in the completion of hardware installation, maintenance that satisfies use, and easy-maintenance of system, by holding one main assigned area in either one of IT components (general-purpose processor, medium-sized processor, PC, storage, network, etc.) three times or more (at least one experience must meet complexity and size of Level 5 or equivalent, and others can be of Level 4).</p> <p>●Complexity</p> <p>Has experience in achieving successful results in the completion of installation, maintenance, and safety activity of hardware in the complexity of a system that meets two or more of the following complexity criteria</p> <ul style="list-style-type: none"> <input type="checkbox"/>System running on across multiple platforms <input type="checkbox"/>Multi-vendor system environment <input type="checkbox"/>Leading-edge and not widely used or completely new technologies <input type="checkbox"/>System with a critical mission <input type="checkbox"/>24 hours a day and 365 days continuous operation which needs professional skills for change, maintenance, and recovery from failure <input type="checkbox"/>Nation-wide scale system (network, distributed node) <p>●Size</p> <p>Has experience in achieving successful results in the complication of installation, maintenance, and safety activity of hardware in the system, that meets either one of the following size.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Assigned to a role that totally covers wide service area, and provides service to specific industries or users with similar needs <input type="checkbox"/>In case of the development team that meets four or more complexity criteria (above), assigned to service team that covers wide service area, and provides service to specific industries <p>[Contribution to professional society]</p> <ul style="list-style-type: none"> -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"> <input type="checkbox"/>Major IT components in general <input type="checkbox"/>System operation management and hardware product technologies <input type="checkbox"/>System operation management policy, product selection, and installation planning in user side <input type="checkbox"/>Human resource planning management and profit management in the overall service team <input type="checkbox"/>Attainment of customer satisfaction -Has recognized accomplishments three items or more in the area of hardware technology succession. <ul style="list-style-type: none"> <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 <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 -Has accomplishments in developing subordinates (by mentoring, coaching, etc.) | | |

Key Performance Indicator : Customer Service

| Specialty Field | Hardware | Level 4 |
|--|----------|---------|
| <p>[Contribution to business]</p> <p>●Responsibilities</p> <p>In phases of design, development, operation, and maintenance of project, acts as a responsible person of hardware service. Has experience in achieving successful results in the completion of hardware installation, maintenance that satisfies use, and easy-maintenance of system, by holding one main Specialty Field in either one of IT components (general-purpose processor, medium-sized processor, PC, storage, network, etc.) two times or more (at least one experience must meet complexity and size of Level 4 or equivalent, and others can be of Level 3).</p> <p>●Complexity</p> <p>Has experience in achieving successful results in the completion of installation, maintenance, and safety activity of hardware in the complexity of a system that meets two or more of the following complexity criteria</p> <ul style="list-style-type: none"> <input type="checkbox"/>System running on across multiple platforms <input type="checkbox"/>Multi-vendor system environment <input type="checkbox"/>Leading-edge and not widely used or completely new technologies <input type="checkbox"/>System with a critical mission <input type="checkbox"/>24 hours a day and 365 days continuous operation which needs professional skills for change, maintenance, and recovery from failure <input type="checkbox"/>Nation-wide scale system (network, distributed node) <p>●Size</p> <p>Has experience in achieving successful results in the complication of installation, maintenance, and safety activity of hardware in the system, that meets either one of the following size.</p> <ul style="list-style-type: none"> <input type="checkbox"/>assigned to service team that covers wide service area, and provides service to specific industries <input type="checkbox"/>In case of the development team that meets four or more complexity criteria (above), assigned to service team that covers specific users <p>[Contribution to professional society]</p> <ul style="list-style-type: none"> -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"> <input type="checkbox"/>System operation management and hardware product technologies <input type="checkbox"/>System operation management policy, product selection, and installation planning for user side <input type="checkbox"/>Revenue management in the assigned team <input type="checkbox"/>Acquisition of customer satisfaction -Has recognized accomplishments one items or more in the area of hardware technology succession. <ul style="list-style-type: none"> <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 <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 -Has accomplishments in developing subordinates (by mentoring, coaching, etc.) | | |

Key Performance Indicator : Customer Service

| Specialty Field | Hardware | Level 3 |
|---|----------|---------|
| <p>[Contribution to business]</p> <p>●Responsibilities Acts as a member of hardware service team, and has responsibility in the assigned area. Has experience in carrying out hardware installation, maintenance that satisfies use, and easy-maintenance of system, by participating in service activities in either one of main IT components (general-purpose processor, medium-sized processor, PC, storage, network, etc.) once or more (equivalent to complexity and size of Level 3).</p> <p>●Complexity Has experience in achieving successful results in the completion of installation, maintenance, and safety activity of hardware in the complexity of a system that meets two or more of the following complexity criteria</p> <ul style="list-style-type: none"> <input type="checkbox"/>System running on across multiple platforms <input type="checkbox"/>Multi-vendor system environment <input type="checkbox"/>Leading-edge and not widely used or completely new technologies <input type="checkbox"/>System with a critical mission <input type="checkbox"/>24 hours a day and 365 days continuous operation which needs professional skills for change, maintenance, and recovery from failure <input type="checkbox"/>Nation-wide scale system (network, distributed node) <p>●Size Has experience in participating in the installation, maintenance, and safety activity of hardware in the system, that meets the following size.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Participates in service tasks for specific users as a member of team of specific services <p>[Contribution to professional society] -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"> <input type="checkbox"/>Basic knowledge on system operation management and hardware product technologies <input type="checkbox"/>Receiving of user's primary technical inquiries on hardware, system operation management <input type="checkbox"/>Ability to advise the user about planning and method in accordance with user's needs | | |

Key Performance Indicator : Customer Service

| Specialty Field | Software | Level 5 |
|---|----------|---------|
| <p>[Contribution to business]</p> <p>●Responsibilities</p> <p>In phases of design, development, operation, and maintenance of project, acts as a responsible person of software service, by leading other customer service job career categories. Has experience in achieving successful results in the completion of software installation, maintenance that satisfies use, and easy-maintenance of system, by holding one main assigned area in either one of IT components (general-purpose processor, medium-sized processor, PC, storage, network, etc.) three times or more (at least one experience must meet complexity and size of Level 5 or equivalent, and others can be of Level 4).</p> <p>●Complexity</p> <p>Has experience in achieving successful results in the completion of installation, maintenance, and safety activity of software in the complexity of a system that meets two or more of the following complexity criteria</p> <ul style="list-style-type: none"> <input type="checkbox"/>System running on across multiple platforms <input type="checkbox"/>Multi-vendor system environment <input type="checkbox"/>Leading-edge and not widely used or completely new technologies <input type="checkbox"/>System with a critical mission <input type="checkbox"/>24 hours a day and 365 days continuous operation which needs professional skills for change, maintenance, and recovery from failure <input type="checkbox"/>Nation-wide scale system (network, distributed node) <p>●Size</p> <p>Has experience in achieving successful results in the complication of installation, maintenance, and safety activity of software in the system, that meets either one of the following size.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Assigned to a role that totally covers wide service area, and provides service to specific industries or users with similar needs <input type="checkbox"/>In case of the development team that meets four or more complexity criteria (above), assigned to service team that covers wide service area, and provides service to specific industries <p>[Contribution to professional society]</p> <ul style="list-style-type: none"> -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"> <input type="checkbox"/>Major IT components in general <input type="checkbox"/>System operation management and hardware product technologies <input type="checkbox"/>System operation management policy, product selection, and installation planning in user side <input type="checkbox"/>Human resource planning management and profit management in the overall service team <input type="checkbox"/>Attainment of customer satisfaction -Has recognized accomplishments three items or more in the area of hardware technology succession. <ul style="list-style-type: none"> <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 <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 -Has accomplishments in developing subordinates (by mentoring, coaching, etc.) | | |

Key Performance Indicator : Customer Service

| Specialty Field | Software | Level 4 |
|---|----------|---------|
| <p>[Contribution to business]</p> <p>●Responsibilities</p> <p>In phases of design, development, operation, and maintenance of project, acts as a responsible person of software service. Has experience in achieving successful results in the completion of software installation, maintenance that satisfies use, and easy-maintenance of system, by holding one main Specialty Field in either one of IT components (general-purpose processor, medium-sized processor, PC, storage, network, etc.) two times or more (at least one experience must meet complexity and size of Level 4 or equivalent, and others can be of Level 3).</p> <p>●Complexity</p> <p>Has experience in achieving successful results in the completion of installation, maintenance, and safety activity of software in the complexity of a system that meets two or more of the following complexity criteria</p> <ul style="list-style-type: none"> <input type="checkbox"/>System running on across multiple platforms <input type="checkbox"/>Multi-vendor system environment <input type="checkbox"/>Leading-edge and not widely used or completely new technologies <input type="checkbox"/>System with a critical mission <input type="checkbox"/>24 hours a day and 365 days continuous operation which needs professional skills for change, maintenance, and recovery from failure <input type="checkbox"/>Nation-wide scale system (network, distributed node) <p>●Size</p> <p>Has experience in achieving successful results in the complication of installation, maintenance, and safety activity of software in the system, that meets either one of the following size.</p> <ul style="list-style-type: none"> <input type="checkbox"/>assigned to service team that covers wide service area, and provides service to specific industries <input type="checkbox"/>In case of the development team that meets four or more complexity criteria (above), assigned to service team that covers specific users <p>[Contribution to professional society]</p> <ul style="list-style-type: none"> -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"> <input type="checkbox"/>Software failure diagnosis, software product technology <input type="checkbox"/>Prepare plan for appropriate measures in accordance with user's needs <input type="checkbox"/>Prepare the system in the assigned team <input type="checkbox"/>Acquisition of customer satisfaction -Has recognized accomplishments one items or more in the area of hardware technology succession. <ul style="list-style-type: none"> <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 <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 -Has accomplishments in developing subordinates (by mentoring, coaching, etc.) | | |

Key Performance Indicator : Customer Service

| Specialty Field | Software | Level 3 |
|---|----------|---------|
| <p>[Contribution to business]</p> <p>●Responsibilities Acts as a member of software service team, and has responsibility in the assigned area. Has experience in carrying out software installation, maintenance that satisfies use, and easy-maintenance of system, by participating in service activities in either one of main IT components (general-purpose processor, medium-sized processor, PC, storage, network, etc.) once or more (equivalent to complexity and size of Level 3).</p> <p>●Complexity Has experience in achieving successful results in the completion of installation, maintenance, and safety activity of software in the complexity of a system that meets two or more of the following complexity criteria</p> <ul style="list-style-type: none"> □System running on across multiple platforms □Multi-vendor system environment □Leading-edge and not widely used or completely new technologies □System with a critical mission □24 hours a day and 365 days continuous operation which needs professional skills for change, maintenance, and recovery from failure □Nation-wide scale system (network, distributed node) <p>●Size Has experience in participating in the installation, maintenance, and safety activity of software in the system, that meets the following size.</p> <ul style="list-style-type: none"> □Participates in service tasks for specific users as a member of team of specific services <p>[Contribution to professional society] -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"> □Basic knowledge regarding software failure diagnosis, software product technology □Receiving of user's primary technical inquiries on software support □Ability to advise the user about planning and method in accordance with user's needs | | |

Key Performance Indicator : Customer Service

| Specialty Field | Facility management | Level 6 |
|--|---------------------|---------|
| <p>[Contribution to business]</p> <p>●Responsibilities</p> <p>In phases of design, development, operation, and maintenance of project, acts as a responsible person of facility management service, by leading other customer service job career categories. Has experience in achieving successful results in the completion of design, construction, management, and maintenance related to IT facilities that satisfies use, and easy-maintenance of facility infrastructure three times or more (at least one experience must meet complexity and size of Level 6 or equivalent, and others can be of Level 5).</p> <p>●Complexity</p> <p>Has experience in achieving successful results in the completion of design, construction, management, and safety activity of IT-related facilities in the complexity of a project that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> □Subsidiary facilities of system with critical missions □24 hours a day and 365 days continuous operation which needs professional skills for change, maintenance, and recovery from failure □Has a lot of installation sites, complex network structure □Disaster and crime prevention scheme based on complex requirements <p>●Size</p> <p>Has experience in achieving successful results in the complication of design, construction, management, and safety activity of IT-related facilities, that meets either one of the following size.</p> <ul style="list-style-type: none"> □Manages and operates subsidiary facilities of 5 or more computer rooms with 5000 square meters of space or more, or manages and operates subsidiary facilities of large-scale network with 300 or more installation sites □In case of the project that meets three or more complexity criteria (above), manages and operates subsidiary facilities of 3 to 4 computer rooms from 2000 but less than 5000 square meters of space, or manages and operates subsidiary facilities of medium-scale network from 100 but less than 300 installation sites. <p>[Contribution to professional society]</p> <ul style="list-style-type: none"> -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 industry. <ul style="list-style-type: none"> □Facilities management, architecture, electricity, machinery, generic cabling system, etc. □Planning of facility strategy and medium and long term facility plan □Planning management of personnel required in the overall service team and revenue management □Acquisition of customer satisfaction -Has recognized accomplishments four items or more in the area of facility management technology succession. <ul style="list-style-type: none"> □Professional community activities such as academic society and committee □Publication of a book □Publication of a paper outside the company □Publication of a paper within the company □Invited to speak outside the company □Instructor within the company □Filing of a patent application -Has accomplishments in developing subordinates (by mentoring, coaching, etc.) | | |

Key Performance Indicator : Customer Service

| Specialty Field | Facility management | Level 5 |
|--|---------------------|---------|
| <p>[Contribution to business]</p> <p>●Responsibilities</p> <p>In phases of design, development, operation, and maintenance of project, acts as a responsible person of facility management service, by leading other customer service job career categories. Has experience in achieving successful results in the completion of design, construction, management, and maintenance related to IT facilities that satisfies use, and easy-maintenance of facility infrastructure three times or more (at least one experience must meet complexity and size of Level 5 or equivalent, and others can be of Level 4).</p> <p>●Complexity</p> <p>Has experience in achieving successful results in the completion of design, construction, management, and safety activity of IT-related facilities in the complexity of a project that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Subsidiary facilities of system with critical missions <input type="checkbox"/>24 hours a day and 365 days continuous operation which needs professional skills for change, maintenance, and recovery from failure <input type="checkbox"/>Has a lot of installation sites, complex network structure <input type="checkbox"/>Disaster and crime prevention scheme based on complex requirements <p>●Size</p> <p>Has experience in achieving successful results in the complication of design, construction, management, and safety activity of IT-related facilities, that meets either one of the following size.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Manages and operates subsidiary facilities of 3 to 4 computer rooms from 2000 but less than 5,000 square meters of space, or manages and operates subsidiary facilities of medium-scale network from 100 but less than 300 installation sites. <input type="checkbox"/>In case of the project that meets three or more complexity criteria (above), manages and operates subsidiary facilities of less than 2 computer rooms or less than 2000 square meters of space, or manages and operates subsidiary facilities of small-scale network with less than 10 installation sites. <p>[Contribution to professional society]</p> <ul style="list-style-type: none"> -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"> <input type="checkbox"/>Facilities management, architecture, electricity, machinery, generic cabling system, etc. <input type="checkbox"/>Planning of facility strategy and medium and long term facility plan in the assigned area <input type="checkbox"/>Planning management of personnel required in the assigned service team and revenue management <input type="checkbox"/>Acquisition of customer satisfaction -Has recognized accomplishments three items or more in the area of facility management technology succession. <ul style="list-style-type: none"> <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 <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 -Has accomplishments in developing subordinates (by mentoring, coaching, etc.) | | |

Key Performance Indicator : Customer Service

| Specialty Field | Facility management | Level 4 |
|---|---------------------|---------|
| <p>[Contribution to business]</p> <p>●Responsibilities In phases of design, development, operation, and maintenance of project, acts as a responsible person of facility management service. Has experience in achieving successful results in the completion of design, construction, management, and maintenance related to IT facilities that satisfies use, and easy-maintenance of facility infrastructure two times or more (at least one experience must meet complexity and size of Level 5 or equivalent, and others can be of Level 4).</p> <p>●Complexity Has experience in achieving successful results in the completion of design, construction, management, and safety activity of IT-related facilities in the complexity of a project that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Subsidiary facilities of system with critical missions <input type="checkbox"/>24 hours a day and 365 days continuous operation which needs professional skills for change, maintenance, and recovery from failure <input type="checkbox"/>Has a lot of installation sites, complex network structure <input type="checkbox"/>Disaster and crime prevention scheme based on complex requirements <p>●Size Has experience in achieving successful results in the complication of design, construction, management, and safety activity of IT-related facilities, that meets the following size.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Manages and operates subsidiary facilities of less than 2 computer rooms or less than 2000 square meters of space, or manages and operates subsidiary facilities of small-scale network with less than 10 installation sites. <input type="checkbox"/>In case of the project that meets three or more complexity criteria (above) manages and operates subsidiary facilities of one part of network and computer rooms related to work. <p>[Contribution to professional society]</p> <ul style="list-style-type: none"> -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"> <input type="checkbox"/>Facilities management, architecture, electricity, machinery, generic cabling system, etc. <input type="checkbox"/>Planning of personnel required in the assigned service team and grasp of profitability <input type="checkbox"/>Acquisition of customer satisfaction -Has recognized accomplishments one items or more in the area of facility management technology succession. <ul style="list-style-type: none"> <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 <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 -Has accomplishments in developing subordinates (by mentoring, coaching, etc.) | | |

Key Performance Indicator : Customer Service

| Specialty Field | Facility management | Level 3 |
|--|---------------------|---------|
| <p>[Contribution to business]</p> <p>●Responsibilities Acts as a member of facility management service team, and has responsibility in the assigned area. Has experience in carrying out design, construction, management, and maintenance of project related to IT facilities, once or more (equivalent to complexity and size of Level 3).</p> <p>●Complexity Has experience in participating results in the completion of design, construction, management, and safety activity of IT-related facilities in the complexity of a project that meets two or more of the following complexity criteria.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Subsidiary facilities of system with critical missions <input type="checkbox"/>24 hours a day and 365 days continuous operation which needs professional skills for change, maintenance, and recovery from failure <input type="checkbox"/>Has a lot of installation sites, complex network structure <input type="checkbox"/>Disaster and crime prevention scheme based on complex requirements <p>●Size Has experience in participating in the installation, maintenance, and safety activity of IT-related facilities, that meets the following size as a member of facility management service team.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Manages and operates subsidiary facilities of one part of network and computer rooms related to work. <p>[Contribution to professional society]</p> <ul style="list-style-type: none"> -Holds the specialty in either one or more of the following major themes of this Specialty Field and practices by him/herself. <input type="checkbox"/>Basic knowledge concerning to facilities management, architecture, electricity, machinery, generic cabling system, etc. <input type="checkbox"/>Ability to advise the user about planning and method in accordance with user's needs | | |

Key Performance Indicator : Customer Service

| Specialty Field | Common to Customer Service | Level 2 |
|---|----------------------------|---------|
| <p>[Contribution to business]</p> <p>●Responsibilities Acts as a member of customer service team under guidance of a higher-level specialist in the same job career category. Has experience in carrying out installation, maintenance of system in the assigned area, once or more (equivalent to complexity and size of Level 2).</p> <p>●Complexity Has experience in carrying out installation, maintenance, and safety activity of complexity system that meets some of the following complexity criteria.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Single platform environment <input type="checkbox"/>System that has relatively small influence from failure <input type="checkbox"/>System that can be planned relatively easy to stop service <p>●Size Has experience in the installation, maintenance, and safety activity of system, regardless of its size.</p> <p>[Contribution to professional society] -Has basic knowledge and experience in the following major themes of this Specialty Field.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Installation, support, and maintenance of system <input type="checkbox"/>System operation management <input type="checkbox"/>Hardware products <input type="checkbox"/>Software products | | |

Key Performance Indicator : Customer Service

| Specialty Field | Common to Customer Service | Level 1 |
|--------------------|--|---------|
| | <p>[Contribution to business]</p> <p>●Responsibilities Acts as a member of customer service team under guidance of a higher-level specialist in the same job career category. Has experience in carrying out installation, maintenance of system in the assigned area, once or more (equivalent to complexity and size of Level 1).</p> <p>●Complexity Has experience in participating in installation, maintenance, and safety activity of complexity system that meets some of the following complexity criteria.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Single platform environment <input type="checkbox"/>System that has relatively small influence from failure <input type="checkbox"/>System that can be planned relatively easy to stop service <p>●Size Has experience in participating in the installation, maintenance, and safety activity of system, regardless of its size.</p> <p>[Contribution to professional society] -Has basic knowledge and experience in the following major themes of this Specialty Field.</p> <ul style="list-style-type: none"> <input type="checkbox"/>Installation, support, and maintenance of system <input type="checkbox"/>System operation management <input type="checkbox"/>Hardware products <input type="checkbox"/>Software products | |

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