

Skill Area and Skill Proficiency

(10) Operations

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Skill Area

Job career: Operations

Skill Area of Operations

	Specialty Field	Skill Item
Career common skill item	All Specialty Field	<ul style="list-style-type: none"> ●Management of information asset Financial management of information systems, Purchase of service and instruments, Cost allocation, asset management ●Technology Internet technologies, Computer system, System development environment, Database technologies, Platform technologies, Latest network technology trends, etc ●Service support management Formulation the policies for system operation management, Composition management, Countermeasures against disaster, Authenticity management, Facility management, Service plans and maintenance of service ●Management of system operation Problem management, Change Control, Design of system operation
		<ul style="list-style-type: none"> ●Project Management Project Integration Management, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Project Human Resource Management, Project Communications Management, Project Risk Management, Project Procurement Management ●Leadership Leadership ●Communication 2-Way communication, Distribution of information, Organization and analytical and retrieval of information ●Negotiation Negotiation
Specialty Field specific skill item	System operation	<ul style="list-style-type: none"> ●System operation Implementation of service, Maintenance of service
	Network operation	<ul style="list-style-type: none"> ●Network operation Implementation of service, Maintenance of service
	Service desk	<ul style="list-style-type: none"> ●Establishment of customer relationship (service desk) Planning and establishment of helpdesks, Handling users' inquiries ●Stress management Setting up systems and deployment of human resources

Skill Proficiency/Knowledge Items

Job career: Operations

Specialty Field: System operation

Specialty Field:
System operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Management of information asset</p> <p>[Knowledge Items]</p> <p>-Financial management of information systems</p> <p>-Purchase of service and instruments</p> <p>-Cost allocation</p> <p>-Asset management</p>	Level 7	
	Level 6	
	Level 5	<p>Able to carry out the management of information asset appropriately, such as financial management of information systems, purchase of service and instruments, cost allocation, and asset management, etc, as a responsible person of system operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more.</p>
	Level 4	<p>Able to carry out the management of information asset appropriately, such as purchase of service and instruments, and asset management, etc, as a leader of system operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen</p>
	Level 3	<p>Able to support management of information asset such as purchase of service and instruments, and asset management, etc, as a member of system operation.</p>

Specialty Field:
System operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Technology</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -Internet technologies -Computer systems -Computer science fundamentals -System development environment -Database technologies -Understanding and utilization of network technologies -Platform technologies -Latest IT market trends -Latest technology trends 	Level 7	
	Level 6	
	Level 5	Able to perform the whole phases of operation by practicing solving of highly complex technical problems, as a responsible person of system operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more.
	Level 4	Able to perform the whole phases of operation, by practicing solving of highly complex technical problems, as a leader of system operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen
	Level 3	Able to perform one part of operation phases, by practicing technical problems solving in the assigned area, as a member of system operation.

Specialty Field:
System operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Service support management</p> <p>[Knowledge Items]</p> <p>-Formulation the policies for system operation management</p> <p>-Composition management</p> <p>-Countermeasures against disaster</p> <p>-Authenticity management</p> <p>-Facility management</p> <p>-Service plans and maintenance of service</p>	Level 7	
	Level 6	
	Level 5	<p>Able to carry out the service support management appropriately such as composition management, management of authenticity, facility management, countermeasures against disaster, etc, by leading operation team, and formulating the policy of system operation management, as a responsible person of system operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more.</p>
	Level 4	<p>Able to carry out the service support management appropriately such as composition management, management of authenticity, facility management, countermeasures against disaster, etc, by leading operation team based on the policy of system operation management, as a leader of system operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen.</p>
	Level 3	<p>Able to carry out the service support management such as composition management, management of authenticity, facility management, countermeasures against disaster, etc, as a member of system operation</p>

Specialty Field:
System operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Management of system operation</p> <p>[Knowledge Items]</p> <p>-Problem management -Change Control -Management of system operation -Availability management -Backup management -Recovery management</p>	Level 7	
	Level 6	
	Level 5	<p>Able to carry out problem management, change management, availability management, back up management, and recovery management, etc, by leading operation team on complex system operation management, as a responsible person of operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more</p>
	Level 4	<p>Able to carry out problem management, change management, availability management, back up management, and recovery management, etc, based on policy of system operation management, as a leader of system operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen</p>
	Level 3	<p>Able to carry out problem management, change management, availability management, back up management, and recovery management, etc, based on policy of system operation management, as a member of system operation.</p>

Specialty Field:
System operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Project Management</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management 	Level 7	
	Level 6	
	Level 5	Able to perform the project management such as plan formulation of project, implementation of plan and change management, etc, by cooperating with project managers as a responsible person of operation with 10 persons or more during peak periods
	Level 4	Able to perform the project management such as plan formulation of project, implementation of plan and change management, etc, by cooperating with project managers as a leader of operation with less than 10 persons during peak periods
	Level 3	Able to carry out project management in either one of plan formulation of project, implementation of plan, change management, etc, in the assigned area, as a member of system operation.

Specialty Field:
System operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Leadership</p> <p>[Knowledge Items]</p> <p>-Leadership</p>	Level 7	
	Level 6	
	Level 5	Able to carry out system operation and maintenance, by issuing instructions and orders to operation team, as a responsible person of system operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more
	Level 4	Able to carry out operation and maintenance of systems by leading system operation team, as a leader of system operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen
	Level 3	Able to carry out operation and maintenance of system by cooperating with a responsible person, leader, and system operation members as a member of system operation.

Specialty Field:
System operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Communication</p> <p>[Knowledge Items]</p> <p>-2-Way communication -Distribution of information -Organization, analytical, and retrieval of information</p>	Level 7	
	Level 6	
	Level 5	Able to speak about the operation management business application with the responsible person on customer operation side, as a responsible person of operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more. In addition, able to perform the project and to exchange opinions on system operation with the other members.
	Level 4	Able to perform the project by exchanging opinions on system operation with the system operation members, as a leader of system operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen.
	Level 3	Able to carry out work in the assigned area, and to exchange opinions on system operation with a responsible person, leader, and other system operation members, as a member of system operation.

Specialty Field:
System operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Negotiation</p> <p>[Knowledge Items]</p> <p>-Negotiation</p>	Level 7	
	Level 6	
	Level 5	<p>Able to set up a goal with the person responsible for operation on customer side, and able to make an agreement on system operation based on a logical basis, as a responsible person of system operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more.</p>
	Level 4	<p>Able to make an agreement on system operation with system operation members, as a leader of system operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen</p>
	Level 3	<p>Able to collect the required information, through negotiation with a responsible person, leader, and other system operation members, as a member of system operation.</p>

Specialty Field:
System operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Specialty Field specific skill item]</p> <p>●System operation</p> <p>[Knowledge Items]</p> <p>-Implementation of service</p> <p>-Maintenance of service</p>	Level 7	
	Level 6	
	Level 5	<p>Able to ensure customer satisfaction, safety, and efficiency, by carrying out maintenance of services, and service plans in order to manage the service level agreed upon with the customer, as a responsible person of system operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more</p>
	Level 4	<p>Able to ensure customer satisfaction, safety, and efficiency, by carrying out maintenance of services, and service plans, implementation of service by all types of operation based on the service level agreed upon with the customer, as a leader of system operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen</p>
	Level 3	<p>Able to carry out system operation such as implementation of service by carrying out all types of operation, etc, as a member of system operation.</p>

Skill Proficiency/Knowledge Items

Job career: Operations

Specialty Field: Network operation

Specialty Field:
Network operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Management of information asset</p> <p>[Knowledge Items]</p> <p>-Financial management of information systems</p> <p>-Purchase of service and instruments</p> <p>-Cost allocation</p> <p>-Asset management</p>	Level 7	
	Level 6	
	Level 5	<p>Able to carry out the management of information asset appropriately, such as financial management of information systems, purchase of service and instruments, cost allocation, and asset management, etc, as a responsible person of medium-scale or larger network operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more, or 100 or more installation sites</p>
	Level 4	<p>Able to carry out the management of information asset appropriately, such as purchase of service and instruments, and asset management, etc, as a leader of small-scale network operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen, or less than 100 installation sites.</p>
	Level 3	<p>Able to support management of information asset such as purchase of service and instruments, and asset management, etc, as a member of network operation.</p>

Specialty Field:
Network operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Technology</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -Internet technologies -Computer systems -Computer science fundamentals -System development environment -Database technologies -Understanding and utilization of network technologies -Platform technologies -Latest IT market trends -Latest technology trends 	Level 7	
	Level 6	
	Level 5	Able to perform the whole phases of operation by practicing solving of highly complex technical problems, as a responsible person of medium-scale or larger network operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more, or 100 or more installation sites.
	Level 4	Able to perform the whole phases of operation, and to practice solving of highly complex technical problems, as a leader of small-scale network operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen, or less than 100 installation sites.
	Level 3	Able to perform one part of operation phases, by practice technical problems solving in the assigned area, as a member of network operation.

Specialty Field:
Network operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Service support management</p> <p>[Knowledge Items]</p> <p>-Formulation the policies for system operation management</p> <p>-Composition management</p> <p>-Countermeasures against disaster</p> <p>-Authenticity management</p> <p>-Facility management</p> <p>-Service plans and maintenance of service</p>	Level 7	
	Level 6	
	Level 5	Able to carry out the service support management appropriately such as composition management, management of authenticity, facility management, countermeasures against disaster, etc, by leading operation team, and formulating the policy of system operation management, as a responsible person of medium-scale or larger network operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more, or 100 or more installation sites.
	Level 4	Able to carry out the service support management appropriately such as composition management, management of authenticity, facility management, countermeasures against disaster, etc, by leading network operation team based on the policy of system operation management, as a leader of small-scale network operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen, or less than 100 installation sites.
	Level 3	Able to carry out the service support management such as composition management, management of authenticity, facility management, countermeasures against disaster, etc, as a member of network operation

Specialty Field:
Network operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Management of system operation</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -Problem management -Change Control -Policies for system operation management -Availability management -Backup management -Recovery management 	Level 7	
	Level 6	
	Level 5	<p>Able to carry out problem management, change management, availability management, back up management, and recovery management, etc, by leading operation team on complex policy of system operation management, as a responsible person of medium-scale or larger operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more, or 100 or more installation sites.</p>
	Level 4	<p>Able to carry out problem management, availability management, change management, back up management, and recovery management, etc, based on policy of system operation management, as a leader of small-scale network operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen, or less than 100 installation sites.</p>
	Level 3	<p>Able to carry out main system operation management such as change management, back up management, and recovery management, etc, based on policy of system operation management, as a member of network operation.</p>

Specialty Field:
Network operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Project Management</p> <p>[Knowledge Items]</p> <p>-Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management</p>	Level 7	
	Level 6	
	Level 5	<p>Able to perform the project management such as plan formulation of project, implementation of plan and change management, etc, by cooperating with project managers as a responsible person of medium-scale or larger network operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more, or 100 or more installation sites.</p>
	Level 4	<p>Able to perform the project management such as plan formulation of project, implementation of plan and change management, etc, by cooperating with project managers as a leader of small-scale network operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen, or less than 100 installation sites.</p>
	Level 3	<p>Able to carry out project management in either one of plan formulation of project, implementation of plan, change management, etc, in the assigned area, as a member of network operation.</p>

Specialty Field:
Network operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Leadership</p> <p>[Knowledge Items]</p> <p>-Leadership</p>	Level 7	
	Level 6	
	Level 5	<p>Able to carry out network operation and maintenance by issuing instructions and orders to operation team, as a responsible person of medium-scale or larger network operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more, or 100 or more installation sites</p>
	Level 4	<p>Able to carry out operation and maintenance of network by leading network operation team, as a leader of small-scale network operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen, or less than 100 installation sites</p>
	Level 3	<p>Able to carry out operation and maintenance of network by cooperating with a responsible person, leader, and network operation members as a member of network operation.</p>

Specialty Field:
Network operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Communication</p> <p>[Knowledge Items]</p> <p>-2-Way communication -Distribution of information -Organization, analytical, and retrieval of information</p>	Level 7	
	Level 6	
	Level 5	<p>Able to speak about the operation management business application with the responsible person on customer operation side, as a responsible person of medium-scale or larger operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more, or 100 or more installation sites. In addition, able to perform the project and to exchange opinions on network operation with the other members.</p>
	Level 4	<p>Able to perform the project by exchanging opinions on network operation with the other members, as a leader of small-scale network operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen, or less than 100 installation sites.</p>
	Level 3	<p>Able to carry out work in the assigned area, and to exchange opinions on network operation with a responsible person, leader, and other network operation members, as a member of network operation</p>

Specialty Field:
Network operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Negotiation</p> <p>[Knowledge Items]</p> <p>-Negotiation</p>	Level 7	
	Level 6	
	Level 5	<p>Able to set up a goal with the person responsible for operation on customer side, and able to make an agreement on system operation based on a logical basis, as a responsible person of medium-scale or larger network operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more, or 100 or more installation sites</p>
	Level 4	<p>Able to make an agreement on network operation with network operation members, as a leader of small-scale network operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen, or less than 100 installation sites</p>
	Level 3	<p>Able to collect the required information, through negotiation with a responsible person, leader, and other network operation members, as a member of network operation.</p>

Specialty Field:
Network operation

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Specialty Field specific skill item]</p> <p>●Network operation</p> <p>[Knowledge Items]</p> <p>-Implementation of service</p> <p>-Maintenance of service</p>	Level 7	
	Level 6	
	Level 5	<p>Able to ensure customer satisfaction, safety, and efficiency, by carrying out service plans and maintenance of service in order to manage service level agreed upon with the customer as a responsible person of medium-scale or larger operation with 10 persons or more during peak periods, or an annual contract value of 100 million yen or more, or 100 or more installation sites.</p>
	Level 4	<p>Able to ensure customer satisfaction, safety, and efficiency, by carrying out implementation of service by all types of operation, service plans and maintenance of service, based on the service level agreed upon with the customer, as a leader of small-scale network operation with less than 10 persons during peak periods, or an annual contract value of less than 100 million yen, or less than 100 installation sites</p>
	Level 3	<p>Able to carry out network operation such as implementation of service by carrying out all types of operation, etc, as a member of network operation.</p>

Skill Proficiency/Knowledge Items

Job career: Operations

Specialty Field: Service desk

Specialty Field:

Service desk

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Management of information asset</p> <p>[Knowledge Items]</p> <p>-Financial management of information systems</p> <p>-Purchase of service and instruments</p> <p>-Cost allocation</p> <p>-Asset management</p>	Level 7	
	Level 6	
	Level 5	<p>Able to carry out the management of information asset appropriately, such as financial management of information systems, purchase of service and instruments, cost allocation, and asset management, etc, as a responsible person of service desk with 20 persons or more during peak periods, or an annual contract value of 150 million yen or more, or number of answers to user inquiries is 3000 or more.</p>
	Level 4	<p>Able to carry out the management of information asset appropriately, such as purchase of service and instruments, and asset management, etc, as a leader of service desk with less than 20 persons during peak periods, or an annual contract value of less than 150 million yen, or number of answers to user inquiries from 1000 but less than 3000 a year.</p>
	Level 3	<p>Able to support management of information asset such as purchase of service and instruments, and asset management, etc, as a member of service desk.</p>

Specialty Field:

Service desk

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Technology</p> <p>[Knowledge Items]</p> <p>-Internet technologies</p> <p>-Computer systems</p> <p>-Computer science fundamentals</p> <p>-System development environment</p> <p>-Database technologies</p> <p>-Understanding and utilization of network technologies</p> <p>-Platform technologies</p> <p>-Latest IT market trends</p> <p>-Latest technology trends</p>	Level 7	
	Level 6	
	Level 5	Able to perform the whole phases of support by practicing solving of highly complex technical problems, as a responsible person of service desk with 20 persons or more during peak periods, or an annual contract value of 150 million yen or more, or number of answers to user inquiries is 3000 or more.
	Level 4	Able to perform the whole phases of support, and to practice solving of highly complex technical problems, as a leader of service desk with less than 20 persons during peak periods, or an annual contract value of less than 150 million yen, or number of answers to user inquiries from 1000 but less than 3000 a year.
	Level 3	Able to perform one part of support phases, and to practice technical problems solving in the assigned area, as a member of service desk

Specialty Field:

Service desk

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Service support management</p> <p>[Knowledge Items]</p> <p>-Formulation the policies for system operation management</p> <p>-Composition management</p> <p>-Countermeasures against disaster</p> <p>-Authenticity management</p> <p>-Facility management</p> <p>-Service plans and maintenance of service</p>	Level 7	
	Level 6	
	Level 5	Able to carry out the service support management appropriately such as composition management, management of authenticity, facility management, countermeasures against disaster or accident, etc, by formulating the policy of service level, as a responsible person of service desk with 20 persons or more during peak periods, or an annual contract value of 150 million yen or more, or number of answers to user inquiries is 3000 or more.
	Level 4	Able to carry out the service support management appropriately such as composition management, management of authenticity, facility management, countermeasures against disaster or accident, etc, based on the policy of service level, as a leader of service desk with less than 20 persons during peak periods, or an annual contract value of less than 150 million yen, or number of answers to user inquiries from 1000 but less than 3000 a year.
	Level 3	Able to carry out the service support management such as composition management, management of authenticity, facility management, countermeasures against disaster or accident, etc, as a member of service desk.

Specialty Field:

Service desk

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Management of system operation</p> <p>[Knowledge Items]</p> <p>-Problem management -Change Control -Management of system operation -Availability management -Backup management -Recovery management</p>	Level 7	
	Level 6	
	Level 5	<p>Able to carry out problem management, availability management, change management, back up management, and recovery managements, etc, by leading service desk team on complex system operation management, as a responsible person of service desk with 20 persons or more during peak periods, or an annual contract value of 150 million yen or more, or number of answers to user inquiries is 3000 or more.</p>
	Level 4	<p>Able to carry out problem management, availability management, change management, back up management, and recovery managements, etc, based on policy of system operation management, as a leader of service desk with less than 20 persons during peak periods, or an annual contract value of less than 150 million yen, or number of answers to user inquiries from 1000 but less than 3000 a year.</p>
	Level 3	<p>Able to carry out the main system operation management such as problem management, availability management, change management, back up management, and recovery managements, etc, based on policy of system operation management, as member of service desk.</p>

Specialty Field:

Service desk

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Project Management</p> <p>[Knowledge Items]</p> <p>-Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management</p>	Level 7	
	Level 6	
	Level 5	<p>Able to perform the project management such as plan formulation of project, implementation of plan and change management, etc, by cooperating with project managers as a responsible person of service desk with 20 persons or more during peak periods, or an annual contract value of 150 million yen or more, or number of answers to user inquiries is 3000 or more.</p>
	Level 4	<p>Able to perform the project management such as plan formulation of project, implementation of plan and change management, etc, by cooperating with project managers as a leader of service desk with less than 20 persons during peak periods, or an annual contract value of less than 150 million yen, or number of answers to user inquiries from 1000 but less than 3000 a year.</p>
	Level 3	<p>Able to carry out project management in either one of plan formulation of project, implementation of plan, change management, etc, in the assigned area, as a member of service desk operation.</p>

Specialty Field:
Service desk

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Leadership</p> <p>[Knowledge Items]</p> <p>-Leadership</p>	Level 7	
	Level 6	
	Level 5	Able to carry out service desk management by issuing instructions and orders to service desk team, as a responsible person of service desk with 20 persons or more during peak periods, or an annual contract value of 150 million yen or more, or number of answers to user inquiries is 3000 or more
	Level 4	Able to carry out operation of service desk by leading service desk operation team, as a leader of service desk with less than 20 persons during peak periods, or an annual contract value of less than 150 million yen, or number of answers to user inquiries from 1000 but less than 3000 a year.
	Level 3	Able to carry out operation of service desk by cooperating with a responsible person, leader, and service desk members as a member of service desk.

Specialty Field:

Service desk

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Communication</p> <p>[Knowledge Items]</p> <p>-2-Way communication -Distribution of information -Organization, analytical, and retrieval of information</p>	Level 7	
	Level 6	
	Level 5	<p>Able to speak about the service desk operation with the responsible person on customer side, as a responsible person of service desk with 20 persons or more during peak periods, or an annual contract value of 150 million yen or more, or number of answers to user inquiries is 3000 or more. In addition, able to perform the project and to exchange opinions on service desk operation with the other members, and be able to proper exchange opinions with the users.</p>
	Level 4	<p>Able to perform the project by exchanging opinions on service desk with the service desk team members, as a leader of service desk with less than 20 persons during peak periods, or an annual contract value of less than 150 million yen, or number of answers to user inquiries from 1000 but less than 3000 a year. In addition, able to proper exchange opinions with the users.</p>
	Level 3	<p>Able to carry out work in the assigned area, by exchanging opinions on service desk with a responsible person, leader, and other network operation members. In addition, able to proper exchange opinions with the users.</p>

Specialty Field: Service desk	Skill Proficiency/Knowledge Items of Operations	
Skill Item and Knowledge Items		Skill Proficiency
[Career common skill item] ●Negotiation [Knowledge Items] -Negotiation	Level 7	
	Level 6	
	Level 5	Able to set up a goal with the person responsible for operation on customer side, and able to make an agreement on service desk operation based on a logical basis, as a responsible person of service desk with 20 persons or more during peak periods, or an annual contract value of 150 million yen or more, or number of answers to user inquiries is 3000 or more.
	Level 4	Able to make an agreement on service desk operation with service desk operation members, as a leader of service desk with less than 20 persons during peak periods, or an annual contract value of less than 150 million yen, or number of answers to user inquiries from 1000 but less than 3000 a year.
	Level 3	Able to collect the required information, through negotiation with a responsible person, leader, and other service desk operation members, as a member of service desk operation.

Specialty Field: Service desk	Skill Proficiency/Knowledge Items of Operations	
Skill Item and Knowledge Items		Skill Proficiency
[Specialty Field specific skill item] ●Establishment of customer relationship(service desk) [Knowledge Items] -Planning and establishment of helpdesks -Handling users' inquiries	Level 7	
	Level 6	
	Level 5	Able to facilitate the improvement of user service, by planning and construction of help desks, maintenance of a variety of manuals and databases and improvement of helpdesk activities, etc, as a responsible person of service desk with 20 persons or more during peak periods, or an annual contract value of 150 million yen or more, or number of answers to user inquiries is 3000 or more.
	Level 4	Able to facilitate the improvement of user service, by planning and construction of help desks, maintenance of a variety of manuals and databases and improvement of helpdesk activities, etc, as a leader of service desk with less than 20 persons during peak periods, or an annual contract value of less than 150 million yen, or number of answers to user inquiries from 1000 but less than 3000 a year.
	Level 3	Able to support the improvement of user service, and to carry out handling inquiries, tracking of status of handling inquiries, and status of inquiries and notification of settlement, maintenance of all types of user manuals, databases, etc, and improvement of helpdesk activities, as a member of service desk.

Specialty Field: Service desk	Skill Proficiency/Knowledge Items of Operations	
Skill Item and Knowledge Items		Skill Proficiency
[Specialty Field specific skill item] ●Stress management [Knowledge Items] -Mental health -Setting up systems and deployment of human resources	Level 7	
	Level 6	
	Level 5	Able to facilitate the improvement of user service, by carrying out planning of stress management, improvement of the environment for mental health, improvement of stress factors for person as a responsible person of service desk with 20 persons or more during peak periods, or an annual contract value of 150 million yen or more, or number of answers to user inquiries is 3000 or more.
	Level 4	Able to facilitate the improvement of user service, by carrying out planning of stress management, deployment of human resources, improvement of stress factors for person as a leader of service desk with less than 20 persons during peak periods, or an annual contract value of less than 150 million yen, or number of answers to user inquiries from 1000 but less than 3000 a year.
	Level 3	Able to facilitate the improvement of user service, by carrying out implementation of stress management, improvement of work, as a member of service desk.

Skill Proficiency/Knowledge Items

Job career: Operations

Specialty Field: Common to Level 1, 2

Specialty Field:

Common to Operations

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Management of information asset</p> <p>[Knowledge Items]</p> <p>-Financial management of information systems</p> <p>-Purchase of service and instruments</p> <p>-Cost allocation</p> <p>-Asset management</p>	Level 2	Able to support the management of information asset such as purchase of service and instruments, asset management, security management, etc, in the assigned area, as a member of operation under guidance of a higher-level specialist in the same job career category.
	Level 1	Able to support the management of information asset, by carrying out one part of work such as purchase of service and instruments, asset management, security management, etc, in the assigned area, as a member of operation under guidance of a higher-level specialist in the same job career category.

Specialty Field:

Common to Operations

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Technology</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -Internet technologies -Computer systems -Computer science fundamentals -System development environment -Database technologies -Understanding and utilization of network technologies -Platform technologies -Latest IT market trends -Latest technology trends 	Level 2	Able to practice technical problems solving by using known technologies, and knowledge, and to explain the reason for selecting applicable technology, and latest technology trend as a member of operation under guidance of a higher-level specialist in the same job career category.
	Level 1	Able to grasp the status of technical problem occurrence, and explain the reason for selecting applicable technology, and latest technology trend in the assigned area, as a member of operation under guidance of a higher-level specialist in the same job career category.

Specialty Field:

Common to Operations

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Service support management</p> <p>[Knowledge Items]</p> <p>-Formulation the policies for system operation management</p> <p>-Composition management</p> <p>-Countermeasures against disaster</p> <p>-Authenticity management</p> <p>-Facility management</p> <p>-Service plans and maintenance of service</p>	Level 2	Able to carry out the service support management such as composition management, management of authenticity, facility management, countermeasures against disaster, etc, as a member of operation under guidance of a higher-level specialist in the same job career category.
	Level 1	Able to carry out service support management, and to carry out one part of work of composition management, management of authenticity, facility management, countermeasures against disaster, etc, in the assigned area, as a member of operation under guidance of a higher-level specialist in the same job career category.

Specialty Field:

Common to Operations

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Management of system operation</p> <p>[Knowledge Items]</p> <p>-Problem management -Change Control -Management of system operation -Availability management -Backup management -Recovery management</p>	Level 2	Able to participate in series of operation management work in the assigned area, by understanding the details of main operation management such as problem management, change management, availability management, back up management, and recovery managements, etc, as a member of operation under guidance of a higher-level specialist in the same job career category.
	Level 1	Able to participate in one part of operation management work in the assigned area, by understanding the details on one part of main operation management such as problem management, change management, availability management, back up management, and recovery managements, etc, as a member of operation under guidance of a higher-level specialist in the same job career category.

Specialty Field:

Common to Operations

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Project Management</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management 	Level 2	Able to carry out work based on service plans created by a higher-level specialist in the same job career category, and to follow the specified operation manuals and procedure manuals, as a member of operations by following project plan created by a higher-level specialist in the same job career category, in the assigned area.
	Level 1	Able to carry out work based on service plans created by a higher-level specialist in the same job career category, and to follow the specified operation manuals and procedure manuals, as a member of operations by following project plan created by a higher-level specialist in the same job career category, in the assigned area.

Specialty Field:

Common to Operations

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
[Career common skill item] ●Leadership [Knowledge Items] -Leadership	Level 2	Able to carry out the operation by cooperating with a responsible person, leader, and other operation members in the assigned area, as a member of operation under guidance of a higher-level specialist in the same job career category.
	Level 1	Able to carry out work one part of operation by cooperating with a responsible person, leader, and other operation members in the assigned area, as a member of operation under guidance of a higher-level specialist in the same job career category.

Specialty Field:

Common to Operations

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Communication</p> <p>[Knowledge Items]</p> <p>-2-Way communication -Distribution of information -Organization, analytical, and retrieval of information</p>	Level 2	Able to carry out the communications by exchanging opinions on operation with responsible person, leader, other operation members as a member of operation under guidance of a higher-level specialist in the same job career category. In addition, able to proper exchange opinions with the users.
	Level 1	Able to carry out the communications by exchanging opinions on operation with leader, other operation members in the assigned area, as a member of operation under guidance of a higher-level specialist in the same job career category.

Specialty Field:

Common to Operations

Skill Proficiency/Knowledge Items of Operations

Skill Item and Knowledge Items	Skill Proficiency	
[Career common skill item] ●Negotiation [Knowledge Items] -Negotiation	Level 2	Able to carry out negotiation on operation with responsible person, leader, other operation members in the assigned area, as a member of operation under guidance of a higher-level specialist in the same job career category.
	Level 1	Able to carry out negotiation on operation with leader, other operation members in the assigned area, as a member of operation under guidance of a higher-level specialist in the same job career category.

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