

Qualification dossier ICT management 2007 - 2008
Position ICT Manager
Core task 4 Setting up and organizing a service desk
Work process 4.1 Making a service desk operational

For the assessment of progress during the practical training (PT)



Explanation of the evaluation form:

This evaluation form can be used in the PT to assess assignments and indicates how a participant has developed in carrying out the work. There is a separate evaluation form that can be used for each completed assignment (work process).

In the evaluation form, the same assessment criteria are used as in the testing of skills. The advantage of this is that the participant's progress can be assessed using the same assessment criteria during the entire course of his ROC career.

The evaluation form is oriented towards two aspects:

- Assessing the process: the method of working
- Assessing the result achieved

Indicated on each assessment table is whether it relates to the process (1) or the result (2).

The total score on the assessment form consists of four possible scores:

- score 0 = not be assessed/not applicable
- score 1 = room for major improvement, supplementation
- score 2 = room for minor improvement
- score 3 = satisfactory

In the event of a total score of 1 or 2 you are requested to show in the table of indicators below on the basis of which indicators you have reached your total score. These indicators show the participant clearly the areas in which he must improve to gain a good score (3).

The evaluation forms can be used with the practical assignments and qualification dossiers from 2007 - 2008.

Name of candidate:	Assessor:
Date:	2 nd assessor:

Work process 4.1 Making a service desk operational

1.	Makes a service desk fully operational in an adequate manner (process)	Total score: 3 – 2 – 1 – 0
Indicators		Score
Collects information from a variety of sources in order to determine the requirements that the service desk that is to be set up must fulfil, and verifies the correctness of the information.		3 – 2 – 1 – 0
Analyses and draws the right conclusions with regard to a service desk that is to meet the needs of the organization.		3 – 2 – 1 – 0
Draws up service level agreements that include a description of the quality requirements and productivity standards for the service desk.		3 – 2 – 1 – 0
Makes a design for a service desk that is attuned to the service level agreements in which concrete and clear objectives are formulated and in which is set down what personnel and resources are needed for the execution of the activities.		3 – 2 – 1 – 0
When drawing up the service level agreements and designing the service desk, takes into account the organization's structure and culture and the rules to be adhered to.		3 – 2 – 1 – 0
After consultation with the customer/line manager on the design and the activities to be carried out, makes the service desk fully operational on the basis of the design.		3 – 2 – 1 – 0
Gains clear consensus with colleagues about the activities to be carried out.		3 – 2 – 1 – 0
Sets up the service desk according to the design and ensures that the activities proceed according to the planning.		3 – 2 – 1 – 0
Remarks:		

Work process 4.1 Making a service desk operational

2.1	Service desk set up in accordance with requirements and fully operational (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The service desk is set up according to the planning and is fully operational.		3 – 2 – 1 – 0
The service desk is set up according to the requirements laid down, and is attuned to the information needs.		3 – 2 – 1 – 0
Remarks:		

2.2	Correct, complete and realistic service level agreements (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The service level agreements are realistic and practicable.		3 – 2 – 1 – 0
The service level agreements are complete, correct and unambiguous.		3 – 2 – 1 – 0
According to the service level agreements the service desk is positioned and set up in such a way that it fits within the organizational structure and culture and the applicable rules.		3 – 2 – 1 – 0
The service level agreements contain concrete quality requirements and standards of productivity.		3 – 2 – 1 – 0
Remarks:		