

Qualification dossier ICT management 2007 - 2008
Position ICT Manager
Core task 4 Setting up and organizing a service desk
Work process 4.2 **Managing a service desk**

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 4.2 Managing a service desk

1.	Manages a service desk in an adequate manner (process)	Total score: 3 – 2 – 1 – 0
Indicators		Score
Emphasizes the importance of working in accordance with procedures and service level agreements so that the objectives and priorities of the service desk are clear to the personnel.		3 – 2 – 1 – 0
Delegates at the appropriate times during the activities, instructs colleagues fully and in a correct manner, and checks whether the activities are being carried out in the agreed manner.		3 – 2 – 1 – 0
Supervises and supports the service desk personnel in their day-to-day work.		3 – 2 – 1 – 0
Takes decisions with regard to the activities of the service desk, and takes responsibility for the decisions made.		3 – 2 – 1 – 0
Monitors quality and productivity on the basis of the standards laid down and the service level agreements; monitors progress in the conclusion of first and second-line incidents.		3 – 2 – 1 – 0
Intervenes promptly if the functioning of the service desk does not fulfil the standards laid down and the service level agreements.		3 – 2 – 1 – 0
Remarks:		

Work process 4.2 Managing a service desk

2.1	Correctly and promptly carried out service desk activities (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The quality and productivity of the service desk activities are in accordance with the quality standards laid down and with the service level agreements.		3 – 2 – 1 – 0
The service desk activities are carried out in accordance with the procedures.		3 – 2 – 1 – 0
The service desk activities are carried out correctly and promptly by the appropriate person.		3 – 2 – 1 – 0
Remarks:		

2.2	Fully and correctly instructed and supervised service desk personnel (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
Activities are clearly delegated to the appropriate person at the appropriate time.		3 – 2 – 1 – 0
Personnel are fully, unambiguously and correctly instructed, as the result of which they understand what is expected of them.		3 – 2 – 1 – 0
Personnel are given effective and correct support, if necessary.		3 – 2 – 1 – 0
Remarks:		