

## Operations and Support

The set of UoCs under the Operation and Support area covers the competencies to:

- Manage, monitor and control the severity incident request;
- Setup and manage Help Desk service;
- Establish and deliver services for problems management, change management, availability management ,release management and configuration management;
- Monitor and control the performance and capacity management services;
- Ensure continuous operations of the computing environment through service continuity management;
- Establish, deliver and maintain service level management services, system operations services and system support services;
- Monitor, control and deliver database operations services;
- Deliver field support services in relation to hardware and software failures;
- Deliver security services for operations by means of conducting security investigation and operation security risk assessment and auditing