

HDI Desktop Support Technician Standard

Listed below are the standard competencies covered in this unit.

Standard Number	Competency
2.1.2	Define a mission statement.
2.1.3	Identify the purpose of a mission statement.
2.1.4	Explain the mission of desktop support.
5.1.1	Define procedure.
5.4.9	Explain the concept of good practices and best practices.
5.4.10	Explain the purpose of best practices in a service management environment.
5.5.1	Explain the service level management (SLM) process.
5.5.3	Describe the responsibilities of the desktop support technician in the SLM process.
5.5.4	Explain the purpose of a service level agreement (SLA).
5.5.5	List the basic components of a service level agreement (SLA).
5.5.6	Define operational level agreement (OLA).
5.5.7	Identify considerations for setting priority levels.
5.5.8	Explain the purpose of an underpinning contract (UC).
5.5.9	Define service catalog.
5.5.11	Explain the value of a service catalog.