

Standard Number	Competency
5.7.6	Identify and explain the common Request Fulfillment metrics that a desktop support technician should understand.
5.8.1	Explain the purpose of the Problem Management process.
5.8.2	Define problem.
5.8.3	Define known error.
5.8.4	Explain the value of a Problem Management process.
5.8.5	Describe the responsibilities of the desktop support technician in the Problem Management process.
5.8.6	Identify and explain the purpose of common Problem Management metrics that a desktop support technician should understand.
5.9.1	Explain the purpose of a Change Management process.
5.9.2	Define a change.
5.9.3	List the value of a Change Management process.
5.9.4	Describe the responsibilities of the desktop support technician in the Change Management process.
5.10.1	Explain the purpose of the Service Asset and Configuration Management process.
5.10.2	List the value of the Service Asset and Configuration Management process.
5.10.3	Describe responsibilities of the desktop support technician in the Service Asset and Configuration Management process.
5.10.4	Define configuration item (CI).
5.10.5	Define Configuration Management Database (CMDB).
5.11.1	Explain the purpose of the Release and Deployment Management process.
5.11.2	Describe the role of the desktop support technician in the Release and Deployment Management process.
5.12.1	Explain the purpose of an Access Management process.
5.12.2	Explain the value of an Access Management process.
5.12.3	Describe the responsibility of the desktop support technician in the Access Management process.
5.12.4	Identify and explain the common Access Management metrics that a desktop support technician should understand.
5.14.1	Explain the purpose of the Security Management process.
5.14.2	Explain the value of having security policies.
5.14.3	Describe the responsibility of the desktop support technician in the Security Management process.