

Standard Number	Competency
4.4.1	Identify methods used for delivering support.
4.4.2	Identify the factors used to determine which support delivery methods are most appropriate to use for support.
4.5.1	Describe the purpose of telephone support.
4.6.1	Describe desktop support.
4.7.1	Describe electronic support delivery methods.
4.8.1	Describe the objective of self-service.
4.8.3	List examples of common self-service technology
4.9.1	Describe the objectives of automated remediation (self-healing technology).
4.9.2	Identify examples of automated remediation functionality.
4.9.3	Describe the benefits of automated remediation tools.
4.9.4	Describe the challenges of automated remediation tools.
4.10.1	Describe the purpose of social media.
4.10.2	Describe how social media technology is used in the support center.
4.11.1	Describe cloud services.
4.11.2	Describe the objective of cloud services.