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SOUTH AFRICAN QUALIFICATIONS **AUTHORITY** (SAQA)

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Computer Sciences and Information Systems

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Comment on the qualification and unit standards should reach **SAQA** at the address below *and no later than* **28 November 2004.** All correspondence should be marked Standards Setting **- SGB** Computer Sciences and Information Systems and addressed to

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UNIT STANDARDS IN COMPUTER SCIENCES AND INFORMATION SYSTEMS

UNIT STANDARD TITLE	NQF LEVEL	CREDITS
Demonstrate an understanding of the practical application of the Availability Management process within the context of Information Technology Service Management	5	7
Demonstrate an understanding of the practical application of the Capacity Management process within the context of IT Service Management	5	6
Demonstrate an understanding of the practical application of the Change Management process within the context of the Information Technology . Service Management process	5	5
Demonstrate an understanding of the practical application of the Configuration Management process within the context of the Information Technology Service Management	5	6
Demonstrate an understanding of the practical application of the Incident Management within the context of Information Technology Service Management	5	5
Demonstrate an understanding of the practical application of the Information Technology Financial Management process within the context of the Service Management process	5	7
Demonstrate an understanding of the practical application of the Information Technology Service Continuity Management process within the context of the IT Service Management process	5	6
Demonstrate an understanding of the practical application of the Problem Management process within the context of Information Technology Service Management	5	6
Demonstrate an understanding of the practical application of the Release Management process within the context of the Information Technology Service Management	5	6
Demonstrate an understanding of the concept and practical implementation of the Service Desk within the concept of Information Technology Service Management Process	5	6
Demonstrate an understanding of the practical application of the Service Level Management process within the context of Information Technology Services Management	5	7