



Ministry of Housing,
Communities &
Local Government

Head of Digital Tools - End User Computing (EUC)

Grade: G7

Criteria	DDaT capability requirement	DDaT Description of skill
Change Management	Practitioner	Able to manage changes to service, configuration items, organisational change, supplier change and associated documentation. Able to request changes due to incidents or problems to provide effective control and reduction of risk to the security performance and availability. Ensures compliance of the business services impacted by the change. Understands policy, principles and approach. Applies understanding and knowledge in project or programme activities. Develops experience in the use of key change management tools and processes.
Incident Management	Practitioner	Coordinates the response to incident reports, ensuring relevant prioritisation and detail to allow effective investigation. Identifies the correct procedures or channels for resolution and monitors resolution activity and progress updates to customers. Understands key change management tools and processes.

Ownership and initiative	Practitioner	Takes ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements. Takes full accountability for actions taken and decisions made.
Problem Management	Practitioner	Understands and identifies problems, analysing and helping to identify the appropriate solution. Is able to classify and prioritise problems, document their causes and implement remedies.
Service focus	Practitioner	Maintains focus on the whole life of service delivery - designs, develops, delivers and operates. Ensures that a set of IT products, suppliers and vendors come together to deliver an IT service.
Technical Specialism	Expert	Has an in-depth knowledge of, for example, code (application), messaging and batch management. Please note that the technical specialisms will differ for each role and will be defined in a job description.
Testing	Expert	Plans, designs, manages, executes and reports tests, using appropriate tools and techniques and works within regulations. Ensures risks associated with deployment are adequately understood and documented.
Understanding of service management framework	Practitioner	Has an in-depth understanding of service management framework principles and processes and the ability to apply the technical knowledge in project or programme activities.
User focus	Practitioner	Understands users and can identify who they are and what their needs are based on evidence. Able to translate user stories and propose design approaches or services to meet these needs and engages in meaningful interactions and relationships with users. Puts users first and can manage competing priorities.

Desirable criteria		
Criteria being tested	DDaT capability requirement	DDaT Description of skill
Asset and configuration management	Practitioner	<p>Conducts the lifecycle management for assets including hardware, software, intellectual property, licences, warranties. This includes managing usage, disposal, compliance, inventory, sustainability, cost optimisation and protection of the asset portfolio. Helps to improve investment decisions and capitalise on opportunities. Complies with international standards for asset management. Documents information relating to the assets including identification, classification and specification of all items and information related to storage, access, versions, etc. Is able to apply status accounting and auditing in line with relevant criteria.</p>
Availability and capacity management	Practitioner	<p>Able to define, analyse, plan, forecast, measure, maintain and improve all aspects of the availability of services, including power. Controls and manages service availability to meet the needs of the business in a cost effective manner, including managing the capability, functionality and sustainability of service components (including hardware, software, network resources and software / infrastructure as a service).</p>
Broad technical understanding	Practitioner	<p>This specific knowledge underpins an individual's ability to deliver the responsibilities and tasks for their role. This relates to the application of the required breadth and depth of technical knowledge. This also includes staying abreast of industry developments to make cost effective use of new and emerging tools and technologies.</p>

Continual service improvement	Practitioner	Identifies and explores opportunities for service and business improvement. Drives the analysis, identification, prioritisation and implementation of improvements and efficiencies, thereby ensuring that the organisation derives maximum value from services. This includes recognising the potential for automation of processes, determining costs and benefits of new approaches and managing change or assisting implementation where needed.
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