

# Specification of Competency Standards for the Retail Banking

## Unit of Competency

### Technology Management > 5.2 Enterprise Intelligence

Title	Monitor daily operations of intelligence systems
Code	107433L4
Range	Manage the use of database to facilitate a smooth flow of enterprise intelligence systems. This applies to database system for different kinds of information
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Understand the bank's intelligence systems           <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Understand the objectives, functions and operations of different intelligence systems used by the bank in order to answer different kinds of enquiries or problems encountered by users</li> <li>• Understand different applications of intelligence systems in order to identify the requirements and common problems of different users</li> </ul> </li> <li>2. Provide support services to users           <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Provide database support services to different user departments to ensure their smooth applications</li> <li>• Offer advices or resolve problems in using database by understanding the concerns of users and offering accurate information</li> <li>• Answer enquiries regarding the use of database and develop user guide by identifying the root causes of the problems</li> </ul> </li> <li>3. Monitor functioning of intelligence systems           <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Monitor operations of the system and identify any abnormal issues or potential risks</li> <li>• Carry out regular check and maintenance to ensure proper functioning of the systems</li> <li>• Perform analysis to test application of database and make necessary modifications to correct errors or enhance the system</li> <li>• Monitor the use of database and oversee whether there is any misuse or illegal access</li> </ul> </li> </ol>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Provision of enquiry or consultancy services to different user parties. Solutions provided should be based on accurate understanding of the root causes and can solve the problems successfully.</li> <li>• Monitoring of the operations of intelligence systems to identify potential problems. Suitable actions are carried out in order to ensure the smooth operations</li> </ul>
Remark	