Unit of Competency

Technology Management > 5.3 Technology Infrastructure

Title	Formulate plan on technological improvement
Code	107435L6
Range	Formulate plan in constructing technology infrastructure to support bank's business strategies and satisfy needs of customers
Level	6
Credit	4

Competency	Performance Requirements
	1. Analyse technological needs of the bank's customers
	    Be able to:
	    • Anticipate the future requirements of customers in the bank's technological systems by evaluating future trends in customers behavioral patterns and future development on IT applications based on incomplete information
	    • Analyse technological needs of the bank (e.g. database technology, system engineering, telecommunications) in satisfying the bank's business strategies and needs of customers of the bank
	2. Formulate strategies in improving IT systems
	    Be able to:
	    • Formulate IT strategies which can cover different areas based on technological readiness, skills of IT personnel and needs of customers
	    • Benchmark with local and overseas banks to ensure IT systems of the bank can keep up with the industry standards
	    • Consult with different business departments, including product development team, to ensure that the strategies can meet the features requirements of different products and services
	    • Conduct research to keep updated with the trends in IT development in order to design better services to customers
	3. Demonstrate professionalism in formulating strategies
	    Be able to:
	    • Strive to maintain a balance amongst related political, economic, social and technological factors in developing the improvement measures

Assessment Criteria	The integral outcome requirements of this UoC are: • Formulation of IT strategies based on critical analysis on the bank's strategies, customers needs and future development in IT
Remark	