

Specification of Competency Standards for the Retail Banking

Unit of Competency

Technology Management > 5.3 Technology Infrastructure

Title	Design and construct interface / system (e.g. ATM, digital banking) on customer services
Code	107436L5
Range	Construction of communication interface / system to assist products and service delivery. This applies to customers of different segments and products and services of different kinds
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Evaluate the needs in customer services <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the kinds of services required by different customers in order to design interface / systems which can facilitate the bank in satisfying demands in customer services 2. Develop IT infrastructure for communicating with customers <p>Be able to:</p> <ul style="list-style-type: none"> • Conduct feasibility study and cost-benefit analysis on the proposed interface / system • Develop IT infrastructure to ensure smooth and effective communication between the banks and customers • Evaluate user-friendliness of the system interface design • Design customer communication systems which can maintain the bank's competitiveness in service delivery • Cooperate with other departments to formulate rules , security measures and user regulations, etc. for the technology systems 3. Ensure compliance with statutory requirements <p>Be able to:</p> <ul style="list-style-type: none"> • Ensure all IT systems, including those provided by third parties, must comply with disability discrimination legislation in their country of origin and in their countries of use • Consider the needs of the underprivileged such as, visually impaired, handicapped, less educated, technology phobia people
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Production of IT infrastructure and user-friendly system interface for products and services delivery based on analysis on users requirements and cost-effectiveness analysis, etc. Moreover, the systems should be able to comply with statutory requirements
Remark	