

# Specification of Competency Standards for the Retail Banking

## Unit of Competency

### Technology Management > 5.3 Technology Infrastructure

Title	Evaluate effectiveness of IT systems / financial technology and identify improvement needs
Code	107437L5
Range	Evaluate and identify improvement needs on existing customer service systems. This covers different systems in the entire process in delivering products and services
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Evaluate performance of customer services systems Be able to: <ul style="list-style-type: none"> <li>• Evaluate the performance metrics of different customer services systems to assess its effectiveness</li> <li>• Consult internal and external users to obtain their opinions and suggestions in the interface / systems</li> </ul> </li> <li>2. Identify improvement needs Be able to: <ul style="list-style-type: none"> <li>• Identify gaps in existing customer services systems by analyzing customer's voices</li> <li>• Identify lapses in operational efficiency of existing systems by analyzing the results of performance evaluation</li> <li>• Evaluate latest development of technology to identify gaps in existing systems</li> </ul> </li> <li>3. Enhance technological capability by upgrading existing systems Be able to: <ul style="list-style-type: none"> <li>• Conduct research to develop new configuration to enhance the technology framework in customer services</li> <li>• Recommend and design new advanced customer services systems to catch up with the changing needs of users</li> <li>• Ensure the new design can comply with the regulatory or legislative requirements in the field of technology</li> <li>• Justified the recommendations by evaluating the differences in capability between existing systems and newly introduced technology</li> </ul> </li> </ol>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Identification of improvement needs in customer service systems by analyzing performance of current systems, customer needs and latest technological developments, etc.</li> <li>• Recommendations on upgrading the customer service systems of the bank. The suggestions should be based on analysis on the bank's needs in technological improvement and regulatory requirements</li> </ul>
Remark	