

Specification of Competency Standards for the Retail Banking

Unit of Competency

Technology Management > 5.5 Operations, Support and Quality Delivery

Title	Manage support services of IT and financial technology systems
Code	107447L5
Range	Provision of support services to facilitate the continuity of operations and quality delivery of different technology systems of the bank
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Analyse needs in support services Be able to:</p> <ul style="list-style-type: none"> • Anticipate the usage of different systems, nature of frequently seen problems and types of support services required by different users by analyzing different sources of information such as functions of different systems, utilization rate, problem logs, users profile, etc. • Consult different users in order to define user requirements in support services on technology systems <p>2. Formulate policies on providing system support Be able to:</p> <ul style="list-style-type: none"> • Formulate policies on providing different kinds of support services to ensure operational effectiveness of technology systems in providing timely and adequate support to business development and service delivery • Develop documentation policies on recording daily operational activities and special incidents • Formulate policies on deployment of resources to different technological applications • Formulate policies on scrutinizing performance of different technology systems or infrastructures through carrying out codes, test, debug and installation <p>3. Monitor the support services Be able to:</p> <ul style="list-style-type: none"> • Establish processes in evaluating whether performance capabilities of technological applications can meet the stated objectives • Develop mechanism in managing daily operations of system including backup services and data center • Monitor revision or update of systems / programme when necessary • Monitor and control capacity upgrade plan • Monitor and review service level fulfilment of different technology infrastructures
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Formulation of policies on system support to ensure adequate provision of support services to different users. The policies should be based on analysis of the needs of users • Monitoring of support services to ensure the provision of support services can fulfil its objectives and carry out improvement when necessary
Remark	