

Specification of Competency Standards for the Retail Banking

Unit of Competency

Technology Management > 5.5 Operations, Support and Quality Delivery

Title	Monitor change management when implementing new systems or systems updates
Code	107448L5
Range	Design change management plan for technology systems. This applies to implementation of major technology systems which will be applied throughout a particular business area
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Analyse changes in technology systems Be able to: <ul style="list-style-type: none"> • Analyse the scope of change in order to identify impacts on technology systems and the work of staff in IT departments • Analyse the profiles of affected parties to identify their needs, expectations and resistance • Analyse the impact to the work of users, such as utilization rate and applications, etc. 2. Establish change management plan in technology systems Be able to: <ul style="list-style-type: none"> • Consult user departments to outline the actions required from IT department for supporting the change initiatives • Establish change management plan specifying process, schedule, responsible parties and action steps, etc. in bringing in the new changes 3. Monitor the process of change management Be able to: <ul style="list-style-type: none"> • Design and provide necessary infrastructure to support the users in adopting the changes • Manage the implementation of change management process, fixing problem in a prompt manner to minimize disruption of operations • Adjust change management strategies appropriately after carrying out evaluation study in conjunction with related business and operation units to assess effectiveness of the change management initiative
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Formulation of plan on change management in technology systems. The plan should be based on analysis on the nature and extent of changes, profiles of stakeholders, anticipated resistance etc. • Monitoring of the change processes and carrying out problem solving during the course in a swift and effective manner
Remark	