Specification of Competency Standards for the Retail Banking
Unit of Competency

Strategic Business Development and General Management > 9.6 Financial Technology Management

Title	Develop customer and digital transformation roadmapping
Code	107591L6
Range	Develop bank-wide digital transformation roadmapping architecture that specific needs of different functions of the bank are well considered
Level	6
Credit	4

Competency	Performance Requirements
	1. Utilize strategic level data to carry out in depth analysis for enhanced business effectiveness
	    Be able to:
	    • Understand the customer and bank driven digital strategies developed and is capable to translate them to build detailed transformation plan
	    • Gather complex information to perform data analysis in driving increased business effectiveness, improved technology utilization and enhanced position to address market forces
	2. Construct digital transformation plan with envisioning foresight
	    Be able to:
	    • Adopt a strategic mindset, analytical thinking, and operational prospective to drive business value upon customer and digital transformation roadmapping
	    • Construct detailed customer / digital transformation plan to clearly articulate initiatives required to consciously transform the bank to the targeted future state
	    • Follow the customer digital solution strategy, technology architecture, platform alternatives and roadmaps to support and enable business and technology vision and goals
	3. Incorporate complex technology programmes, applications, systems, infrastructure, and business issues in the transformation processes
	    Be able to:
	    • Quantify the value / size of new opportunities to inform and prioritize technologies, channels, processes, products and services roadmaps
	    • Articulate complex business issues and trends, including the associated technology implications within the financial service industries to develop the transformation plan
	    • Adopt a strategic perspective, critical thinking, and value enhancing objective to integrate complex issues in the transformation processes

Assessment Criteria	The integral outcome requirements of this UoC are:
	    • Taking complex technology factors and business issues into account, lead indepth analysis to construct customer and digital transformation road maps
	    • Follow the customer digital solution strategy, technology architecture, platform alternatives and road maps to support and enable business model transformation

Remark	