

Specification of Competency Standards for the Retail Banking

Unit of Competency

Strategic Business Development and General Management > 9.6 Financial Technology Management

Title	Perform process reengineering and financial technology development
Code	107592L6
Range	With an aim to deliver excellent customer experience, to Implement a wide range of complex bank-wide process enhancement and technological improvement of all types
Level	6
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand how latest financial technologies affect digital solutions of the bank Be able to: <ul style="list-style-type: none"> • Keep track of and analyse latest development of financial technology • Understand process and best practices on implementation of CRM or mobile enabled solutions 2. Design and develop and operation technology environment with consideration of business issues and trends Be able to: <ul style="list-style-type: none"> • Articulate complex business issues and trends, including the associated technology implications within banking and other financial services industries • Manage resources through design, development, and / or operations of complex technology environment including programmes, applications, systems and / or infrastructure 3. Develop future operating models and processes in a professional manner Be able to: <ul style="list-style-type: none"> • Perform detailed assessment on the effectiveness of customer impacting processes in accordance to the bank's practice standards and based on that to make recommendations to align to bank's objectives, market trends • Develop, align and deploy future state operating models and processes to match the bank's strategic goals and vision • Take steps to ensure the design of future operations models and processes is conforming to the standards of the bank and meeting all regulatory requirements
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Perform thorough assessment of customer impacted processes and based on the findings to develop future state operating models and process to cope with the bank's strategic goals and vision
Remark	