

Specification of Competency Standards for the Retail Banking

Unit of Competency

Strategic Business Development and General Management > 9.6 Financial Technology Management

Title	Execute digital platform evaluation and selection
Code	107593L5
Range	Identify best suited platforms or tools in terms of customer accessibility and cost effectiveness to implement a wide range of complex bank-wide technological solutions
Level	5
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 different operational processes and best practices of business solution implementation on Customer Relationship Management, mobile device management platforms and mobile application management platforms 2. Perform evaluation and analysis Be able to: <ul style="list-style-type: none"> • Execute proven methodologies to objectively identify, evaluate, and select technology platforms and tools that are most effective to activate planned technology transformation and / or business solutions • Perform evaluation and analysis of the effectiveness of existing solutions, platforms, and tools against selected business and technology KPIs and strategic goals 3. Implement solutions Be able to: <ul style="list-style-type: none"> • Articulate leading business issues and trends, including the associated technology implications and employ the best suited platforms to implement the solutions • Take steps to ensure the platforms selected produce greatest benefits to the users and the bank
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Identify and select appropriate platforms to deliver complex business solutions in considering CRM capacity, cost effectiveness and customer satisfaction
Remark	