Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 6. Technology Management
(Key Function – 6.1 Technology Infrastructure)

Title	Assess effectiveness of current technology infrastructure
Code	109360L5
Range	Evaluating and identifying improvement needs on existing architecture. This covers all IT systems in the entire process of delivering products and services of the bank.
Level	5
Credit	4 （For Reference Only）
Competency	Performance Requirements 1. Knowledge in the Subject Area Be able to: • Comprehend the functions and features of the bank's IT infrastructure and apply the knowledge to evaluate the quality attributes of the IT systems for the purpose of assessing its performance; • Understand the systems requirements of different key stakeholders and based on that to regularly consult both internal and external users to obtain their opinions and suggestions in the systems / infrastructure enhancement; • Understand existing industry and technology trends and apply the knowledge to compare existing technology systems in the bank with the latest technology solutions. 2. Applications Be able to: • Identify performance gaps in existing IT systems by analysing internal and external users' feedback on IT systems' effectiveness; • Identify lapses in operational efficiency of existing systems by analysing the results of performance evaluation; • Evaluate latest development of technology in the market to identify gaps in existing systems; • Conduct research to develop new configuration to enhance the technology framework. 3. Professional Behaviour and Attitude Be able to: • Recommend and design new advanced customer services systems to catch up with the changing needs of users; • Take necessary actions to ensure the new design in IT capabilities enhancement can comply with the regulatory or legislative requirements in the field of technology; • Justify the recommendations by evaluating the differences in capability between existing systems and newly introduced technology as well as return on investment.
Assessment Criteria	The integral outcome requirements of this UoC are: • Identification of improvement needs in IT systems by analysing performance of current systems, customer needs and latest technological developments, etc.; • Provision of recommendations on upgrading the IT systems of the bank. The suggestions should be based on analysis on the bank's needs in technological improvement, regulatory requirements and return on investment.
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