Specification of Competency Standards
for the Banking Industry
Unit of Competency

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

Title	Develop operations procedures for different IT hardware / software
Code	109361L5
Range	Development of operations procedures for the IT infrastructure. This applies to all IT hardware and software.
Level	5
Credit	4 （For Reference Only）
Competency	Performance Requirements 1. Knowledge in the Subject Area Be able to: • Understand the current IT infrastructure of the bank and apply the knowledge to review and articulate the overall IT architecture and design at the organizational level; • Understand the features of various hardware and software for the banking industry and based on that to design specific operations procedures for the bank. 2. Applications Be able to: • Develop IT operation processes and procedures for software and hardware products or services provided by the bank in accordance with the industry standards; • Review and improve the IT operation processes and procedures continuously; • Build and implement new procedures and processes for evolving new systems or in support of new business requirements. 3. Professional Behaviour and Attitude Be able to: • Be highly aware of the operations procedures developed for different IT hardware / software can fulfil the regulatory and compliance requirements; • Review the operations procedures of different IT hardware / software continuously to identify improvement areas and take actions to correct promptly.
Assessment Criteria	The integral outcome requirements of this UoC are: • The abilities to develop the operation procedures for different IT hardware and software within the bank to support its business missions.
Remark	