

**Specification of Competency Standards**  
**for the Banking Industry**  
**Unit of Competency**

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

Title	Design and construct interface / system on customer services
Code	109364L5
Range	Construction of communication interface / system to assist products and service delivery. This applies to customers of different segments and products and services of different kinds.
Level	5
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Have a thorough understanding of the customer service mission of the bank and based on that to evaluate various kinds of services required by different customers in order to design interface / systems which can facilitate the bank in satisfying demands in customer services;</li> <li>• Possess in-depth knowledge on existing client / user interface technology and trends and apply the knowledge to building the bank's client/ user interface.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Conduct feasibility study and cost-benefit analysis on the proposed interface / system;</li> <li>• Develop IT infrastructure to ensure smooth and effective communication between the banks and customers;</li> <li>• Evaluate user friendliness of the system interface design;</li> <li>• Design client communication systems which can maintain the bank's competitiveness in service delivery;</li> <li>• Cooperate with other business and operations units to formulate rules, security measures and user regulations, etc. for the technology systems.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Review regularly to ensure all IT systems, including those provided by third parties, are in compliance with customer privacy protection act, disability discrimination legislation and other regulations in their country of origin and in their countries of use;</li> <li>• Consider the needs of the underprivileged such as, visually impaired, handicapped, less educated people, technology phobia people when designing customer interface systems.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Production of IT infrastructure and user friendly system interface for products and services delivery based on analysis on business and clients' requirements and cost benefit analysis, etc. Moreover, the systems should be able to comply with statutory and regulatory requirements.</li> </ul>
Remark	