Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 6. Technology Management
(Key Function – 6.3 Applications Design, Development and Maintenance)

Title	Formulate IT application policy
Code	109376L6
Range	Formulating, analysing, and developing IT solutions or applications policies to cater the needs of the bank. This refers to all policies related to IT applications on customer service delivery and internal operations support.
Level	6
Credit	4 （For Reference Only）
Competency	Performance Requirements 1. Knowledge in the Subject Area Be able to: • Demonstrate understanding of the bank's business strategies and clients' demand on banking services by evaluating future trends in customer behavioural patterns and future development on IT applications; • Possess knowledge in technological development in the banking industry and apply it to anticipate the future requirements of clients in the bank's technological systems based on incomplete information; • Comprehend the IT systems structure of the bank and based on that to analyse the technological needs of the bank (e.g. database technology, system engineering, and telecommunications) in satisfying the bank's business strategies and needs of clients of the bank. 2. Applications Be able to: • Consult with different business departments, including product development team, to ensure that the strategies can meet the features requirements of different products and services; • Consult with different business departments, including product development team, to ensure that the strategies can be met by technology applications and services provided by the bank; • Conduct research to keep updated with the trends in IT development in order to design better services to customers; • Formulate IT applications strategies which can cover different areas of customer services based on technological readiness, skills of IT personnel and needs of customers. 3. Professional Behaviour and Attitude Be able to: • Benchmark with local and overseas banks to ensure the IT systems of the bank can keep up with the industry standards; • Formulate strategies in improving IT systems and make effort to ensure the strategies are coherent and supportive to the bank's value, belief, strategic plan and changing business needs; • Implement clear security policies on IT applications to ensure the bank remains protected and is in line with the bank's risk appetite and regulatory requirements.

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Assessment Criteria	The integral outcome requirements of this UoC are:
	• Formulation of IT development strategies based on critical analysis on the bank's strategies, customers' needs and future development of IT; • Production and update of different types of IT applications which can satisfy the bank's strategies and customer's requirements in products and services delivery.
Remark	