Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 6. Technology Management
(Key Function – 6.4 IT Operations and Support)

Title	Monitor the service level of IT and financial technology systems
Code	109388L5
Range	Provision of recovery and operational services to enable continuous operations of the bank's IT systems to meet the bank's industry standards. This applies to the monitoring of the service level of both IT and financial technology systems of the bank.
Level	5
Credit	4 （For Reference Only）
Competency	Performance Requirements 1. Knowledge in the Subject Area Be able to: • Understand the service standards and different principles of the bank and apply the knowledge to adapt the best practices for IT service continuity and disaster recovery process; • Understand the functions and features of different IT and financial technology systems and apply the knowledge to evaluate the plans for IT service continuity and disaster recovery. 2. Applications Be able to: • Manage the availability of the systems and network in the disaster recovery site to ensure the recovery processes are able to meet the bank's policies and objectives as well as regulatory requirements; • Activate disaster recovery procedures and maintain IT service continuity at the disaster recovery sites; • Synchronize changes between production and disaster recovery environment; hence to restore the production environment. 3. Professional Behaviour and Attitude Be able to: • Demonstrate successful disaster recovery actions; to identify improvement areas of the IT system; • Provide periodic disaster recovery tests for business and operations units and ensure the recovery environment is meeting service level agreements established.
Assessment Criteria	The integral outcome requirements of this UoC are: • Design and implementation of disaster recovery plan in a professional manner to meet the bank's established service standards.
Remark	