

**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 performance and utilization of IT systems and financial technology systems
Code	109389L5
Range	Planning, monitoring and controlling the performance and utilization of the IT systems. This refers to the management, coordination and tracking of the bank's IT resources to fulfil the bank's requirements.
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>• Understand the IT service requirements of the bank and apply the knowledge to monitor the day-to-day performance and capacity usage;</li> <li>• Possess the knowledge of the IT resources utilization plans of the bank and apply it to monitor, collect and analyse the usage of each resource on a regular basis to ensure they are optimally used, and all agreed service levels can be achieved.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Plan and oversee the execution of performance and capacity services and review regularly to construct the monitoring plan and process for the IT systems;</li> <li>• Implement the performance and capacity management process to the bank's IT systems and services; including the provision of necessary training to technical personnel;</li> <li>• Plan, monitor and control the request for performance and capacity management services based on the bank's goals, objectives and capacity, while comply with any local and international laws as well as regulatory requirements, if applicable;</li> <li>• Oversee the performance and capacity services; consolidate the information collected from the management processes.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Evaluate existing performance and service level of IT systems by designing methods of collecting feedback from users and other concerned parties that are crucial to the successful execution of a performance and capacity management process;</li> <li>• Analyse different information collected and provide recommendations on improvement measures regarding the bank's IT performance and capacity management;</li> <li>• Design enhancement measures that match with the users' demand and optimize the use of existing capacity.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Monitoring the performance and utilization of different IT systems to ensure meeting of users' requirements;</li> <li>• Recommendations on future improvements. These should be based on analysis of the findings on IT performance and capacity service review.</li> </ul>
Remark	