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 change management when implementing new systems or systems updates
Code	109390L5
Range	Monitoring the change management plan for new and revised technology systems. This applies to implementation of major technology systems which will be applied throughout a particular business area.
Level	5
Credit	4 （For Reference Only）
Competency	Performance Requirements 1. Knowledge in the Subject Area Be able to: • Understand the details of new IT systems or systems revision plans and apply the knowledge to analyse the scope of change in order to identify impacts on technology systems and the work of staff in IT departments; • Comprehend the features of the systems changes and based on that to analyze the impact to the work of users, such as utilization rate and applications, etc. 2. Applications Be able to: • Analyse the profiles of affected parties to identify their needs, expectations and resistance; • Consult user departments to outline the actions required from IT department for supporting the change initiatives; • Establish change management plan specifying process, schedule, responsible parties and action steps, etc. in bringing in the new changes; • Design and provide necessary infrastructure to support the users in adopting the changes. 3. Professional Behaviour and Attitude Be able to: • Manage the implementation of change management process, fixing problem in a prompt manner to minimize disruption of operations; • Adjust change management strategies appropriately after carrying out evaluation study in conjunction with related business and operation units to assess effectiveness of the change management initiative.
Assessment Criteria	The integral outcome requirements of this UoC are: • Formulation of change management plan on the technology systems. The plan is developed based on an analysis of the nature and extent of changes, profiles of stakeholders, anticipated resistance etc.; • Monitoring of the change processes and carrying out problem solving during the course in a swift and effective manner.
Remark	