

**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	Manage support services of IT and financial technology systems
Code	109392L5
Range	Provision of support services to facilitate the continuity of operations and quality delivery of different technology systems of the bank.
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 features and functions of different IT and financial technology systems and based on that to anticipate their usage, nature of frequently seen problems and types of support services required by different users by analysing different sources of information such as functions of different systems, utilization rate, problem logs, user profile, etc.;</li> <li>• Possess the knowledge of users' business and operations and apply it to consult different key stakeholders for the purpose of defining specific user requirements in the support services provided by different technology systems;</li> <li>• Understand market standards for IT support and is able to implement the procedures and processes across the bank (e.g. ITIL).</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Formulate policies on providing different kinds of support services to ensure operational effectiveness of technology systems in providing timely and adequate support to business development and service delivery;</li> <li>• Develop documentation policies on recording daily operational activities and special incidents;</li> <li>• Formulate policies on deployment of resources to different technological applications;</li> <li>• Formulate policies on scrutinizing performance of different technology systems or infrastructures through carrying out codes, test, debug and installation;</li> <li>• Develop mechanism in managing daily operations of system including backup services and data centre;</li> <li>• Monitor revision or update of systems / programmes and control capacity upgrade plan when necessary.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Establish processes in evaluating whether performance capabilities of technological applications can meet the stated objectives;</li> <li>• Monitor and review service level fulfilment of different technology infrastructures to ensure user requirements are fully met.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Formulation of policies on system support to ensure adequate provision of support services to different users. The policies should be based on analysis of the needs of users;</li> </ul>

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	<ul style="list-style-type: none"><li>Monitoring of support services to ensure the provision of support services can fulfil its objectives and carry out improvement when necessary.</li></ul>
Remark	