Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 6. Technology Management
(Key Function – 6.5 Enterprise Intelligence)

Title	Oversee and manage the operations of enterprise intelligence systems
Code	109399L5
Range	Managing the usage of database to facilitate a smooth flow of enterprise intelligence systems. This applies to database systems for different kinds of information.
Level	5
Credit	4 （For Reference Only）
Competency	Performance Requirements 1. Knowledge in the Subject Area Be able to: • Understand the objectives, functions and operations of different intelligence systems used by the bank in order to answer different kinds of enquiries or problems encountered by users; • Understand different applications of intelligence systems in order to identify the requirements and common problems of different users. 2. Applications Be able to: • Provide database support services to different user departments to ensure their smooth applications; • Offer advices or resolve problems in using database by understanding the concerns of users and offering accurate information; • Answer enquiries regarding the use of database and develop user guide by identifying the root causes of the problems; • Monitor operations of the system and identify any abnormal issues or potential risk. 3. Professional Behaviour and Attitude Be able to: • Carry out regular check and maintenance to ensure proper functioning of the systems; • Perform analysis to test application of database and make necessary modifications to correct errors or enhance the system; • Monitor the use of database and oversee whether there is any misuse or illegal access.
Assessment Criteria	The integral outcome requirements of this UoC are: • Provision of enquiry or consultancy services to different user parties. Solutions provided should be based on accurate understanding of the root causes and can solve the problems successfully; • Monitoring of the operations of intelligence systems to identify potential problems. Suitable actions are carried out in order to ensure the smooth operations.
Remark	