

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 10. General Management
(Key Function – 10.6 Financial Technology Management)

Title	Execute digital platform evaluation and selection
Code	109582L5
Range	Identifying best suited platforms or tools in terms of customer accessibility and cost effectiveness to implement a wide range of complex bank-wide technological solutions.
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"> • Understand the development of digital platform utilization in the banking industry and based on this knowledge to keep track of and analyse latest development of financial technology; • Understand different operational processes and best practices of business solution implementation on Customer Relationship Management, mobile device management platforms and mobile application management platforms. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Execute proven methodologies to objectively identify, evaluate, and select technology platforms and tools that are most effective to activate planned technology transformation and / or business solutions; • Perform evaluation and analysis of the effectiveness of existing solutions, platforms, and tools against selected business and technology KPIs and strategic goals. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Articulate leading business issues and trends, including the associated technology implications and employ the best suited platforms to implement the solutions; • Take steps to ensure the platforms selected produce greatest benefits to the users and the bank.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Identifying and selecting appropriate platforms to deliver complex business solutions in considering CRM capacity, cost effectiveness and customer satisfaction.
Remark	