Title	Evaluate effectiveness of current IT architecture and introduce enhancement
Code	106751L5
Range	Evaluate and identify improvement needs on existing architecture. This covers different IT systems in the entire process in delivering products and services.
Level	5
Credit	4 (for reference only)

Competency	Performance Requirements
	1. Evaluate performance of the IT systems
	    Be able to:
	• Evaluate the quality attributes of the IT systems for assessing the effectiveness
	• Consult internal and external users to obtain their opinions and suggestions in the systems / infrastructure
	2. Identify improvement needs
	    Be able to:
	• Identify gaps in existing IT systems by analyzing users' voices
	• Identify lapses in operational efficiency of existing systems by analyzing the results of performance evaluation
	• Evaluate latest development of technology to identify gaps in existing systems
	3. Enhance technological capability by upgrading existing systems
	    Be able to:
	• Conduct research to develop new configuration to enhance the technology framework
	• Recommend and design new advanced customer services systems to catch up with the changing needs of users
	• Ensure the new design can comply with the regulatory or legislative requirements in the field of technology
	• Justify the recommendations by evaluating the differences in capability between existing systems and newly introduced technology as well as return on investment

Assessment Criteria	The integral outcome requirements of this UoC are: • Identification of improvement needs in IT systems by analyzing performance of current systems, customer needs and latest technological developments, etc. • Recommendations on upgrading the IT systems of the bank. The suggestions should be based on analysis on the bank's needs in technological improvement, regulatory requirements and return on investment.
Remark	