Title	Develop new IT systems (e.g. system integration, change management)
Code	106762L5
Range	Develop rollout plan of new IT systems
Level	5
Credit	4 (for reference only)

Competency	Performance Requirements
	1. Understand the involvement and impact in the system rollout
	    Be able to:
	• Conduct review to ensure involved technical personals and users understand the impact of the new system
	• Review feedback from each parties and stakeholders, identify potential resistance, manage change requests in the rollout plan
	• Develop verification and rollback plan to ensure the involved systems run smoothly after the rollout
	2. Plan and test system rollout and deliver associated documentation
	    Be able to:
	• Coordinate the tasks between the service provider, suppliers and the business to plan and deliver the rollout
	• Establish change and rollout management plan specifying process, schedule, responsible parties and action steps, etc. in bringing in the new changes
	• Manage testing of functional and non- functional requirements
	3. Develop and monitor work unit IT systems
	    Be able to:
	• Develop different types of IT architectures (e.g. application software, data, network, security) to meet the business strategy and needs of the bank according to technology needs analysis
	• Relate compatible software components and required visible properties of those components to computing or program systems in use for providing professional operation environment to users
	• Design and provide necessary infrastructure to support the users in adopting the changes or the new systems
	• Manage the implementation of the rollout process, fixing problem in a prompt manner to minimize disruption of operations
	• Adjust the system appropriately after carrying out evaluation study in conjunction with related business and operation units to assess effectiveness of the system

Assessment Criteria	The integral outcome requirements of this UoC are: • Formulation of plan on rollout management in IT systems. The plan should be based on analysis on the nature and extent of changes, profiles of stakeholders, anticipated resistance etc. • Monitoring of the rollout processes and carrying out problem solving during the course in a swift and effective manner.
Remark	