Title	Develop policies in IT operations and support services (e.g. help desk, problem management, service level, incident management)
Code	106768L6
Range	Design, develop, establish, evaluate and review the IT operations and support policies, procedures, and service level within the bank or for client
Level	6
Credit	5 (for reference only)
Competency	Performance Requirements 1. Have knowledge on IT operation, support, and administration functions 　　Be able to: • Identify the processes and tasks required in IT operations and support services • Identify the requirements of users, stakeholders, and operating personals 2. Design, develop, and establish IT operations and support policies 　　Be able to: • Specify the processes and tasks necessary for IT operations and support services, in accordance with standard guidelines and policies of the bank • Design and develop the IT operations and support policies of the bank, base on the task and process in the bank's operation, taking into consideration of stakeholders and users' requirement • Establish the policies and obtain endorsement from stakeholders where appropriate 3. Evaluate and review the policies in IT operations and support services 　　Be able to: • Monitor and review the performance of the IT operations and support services, according to industry standard • Proactively enhance each IT operations and support processes on an on-going basis to improve performances • Collect and review feedback from users and stakeholders, ensure the IT operation and support service level continuously meet the bank's business mission • Supervise and give direction on incident management
Assessment Criteria	The integral outcome requirements of this UoC are: • Design, develop, establish, evaluate and review the IT operations and support policies, procedures, and service level that support the banks' business missions • Overseeing incident management by providing supervision and direction
Remark	