

Technology and Operations > IT Operations and Support

| | |
|---------------------|--|
| Title | Monitor the performance and utilization of IT systems |
| Code | 106772L5 |
| Range | Plan, monitor, and control the performance and utilization of the IT systems. Manage, coordinate, and track the banks' IT resources to fulfill the banks' requirements. |
| Level | 5 |
| Credit | 4 (for reference only) |
| Competency | <p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Evaluate IT performance and capacity management process <p>Be able to:</p> <ul style="list-style-type: none"> • Monitor the day-to-day performance and capacity request activities • Monitor, collect and analyze the utilization of each resource and service on a regular basis to ensure the optimal use of IT resources, ensure all agreed service levels can be achieved. • Design enhancement measures that match with the users' demand and optimize the use of existing capacity 2. Plan and oversee the execution of performance and capacity services <p>Be able to:</p> <ul style="list-style-type: none"> • Review the performance and capacity service, and construct the monitoring plan and process for the IT systems • Implement the performance and capacity management process to the bank's IT systems and services • Provide necessary training to technical personal to execute the performance and capacity management process • Plan, monitor, and control the request for performance and capacity management services based on the bank's goals, objectives and capacity, while comply with any local and international laws as well as regulatory requirements, if applicable • Oversee the performance and capacity services, consolidate the information collected from the management processes 3. Evaluate existing performance and service level of IT systems <p>Be able to:</p> <ul style="list-style-type: none"> • Design methods of collect feedback from users and other concerned parties that are crucial to the successful execution of a performance and capacity management process • Analyze different information collected and provide recommendations on improvement measures regarding the bank's IT performance and capacity management |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Monitoring the performance and utilization of different IT systems to ensure meeting of users' requirements. • Recommendations on future improvements. These should be based on analysis of the findings on IT performance and capacity service review. |
| Remark | |