

Technology and Operations > Enterprise intelligence system

Title	Oversee / manage the operations of intelligence / database systems
Code	106778L5
Range	Manage the use of database to facilitate a smooth flow of enterprise intelligence systems. This applies to database system for different kinds of information.
Level	5
Credit	4 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand the bank's intelligence systems <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the objectives, functions and operations of different intelligence systems used by the bank in order to answer different kinds of enquiries or problems encountered by users • Understand different applications of intelligence systems in order to identify the requirements and common problems of different users 2. Provide support services to users <p>Be able to:</p> <ul style="list-style-type: none"> • Provide database support services to different user departments to ensure their smooth applications • Offer advices or resolve problems in using database by understanding the concerns of users and offering accurate information • Answer enquiries regarding the use of database and develop user guide by identifying the root causes of the problems 3. Monitor functioning of intelligence systems <p>Be able to:</p> <ul style="list-style-type: none"> • Monitor operations of the system and identify any abnormal issues or potential risks • Carry out regular check and maintenance to ensure proper functioning of the systems • Perform analysis to test application of database and make necessary modifications to correct errors or enhance the system • Monitor the use of database and oversee whether there is any misuse or illegal access
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Provision of enquiry or consultancy services to different user parties. Solutions provided should be based on accurate understanding of the root causes and can solve the problems successfully. • Monitoring of the operations of intelligence systems to identify potential problems. Suitable actions are carried out in order to ensure the smooth operations.
Remark	