

# Specification of Competency Standards for Human Resource Management

## Unit of Competency

Title	Arrange system handover, communicate important and necessary information to vendor and monitor vendor in an effective manner
Code	107029L4
Range	Executing vendor communication in different facets and management of the system handover process. This applies to the process of system handover with vendor, communication of essential information and monitoring of vendor effectiveness to achieve the standards of desirable vendor behaviour.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge in the Subject Area <ul style="list-style-type: none"> <li>• Understand the importance of proper system handover in a system or project life cycle</li> <li>• Understand a system handover includes a transfer of a system (e.g. software system) as well as a transfer of all the know-how, important information and responsibilities that are required for managing the system effectively</li> </ul> </li> <li>2. Applications and Processes <ul style="list-style-type: none"> <li>• Implement system handover and prepare necessary information to the designated vendor</li> <li>• Prepare operating and maintenance documentation as an integral part of the system handover process</li> <li>• Communicate the detailed requirements of system handover with the designated vendor</li> <li>• Implement follow-up action plans with the designated vendor in accordance with the agreed timeline</li> <li>• Monitor the designated vendor in accordance with the agreed performance indicators and measure the effectiveness of system handover</li> </ul> </li> <li>3. Professional Behaviour and Attitude <ul style="list-style-type: none"> <li>• Share information in a systematic manner (e.g. using issues log describing problems and resolutions)</li> <li>• Benchmark best practices of system handover and vendor management to improve efficiency and effectiveness of HR operations and service delivery</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Execution of operating and maintenance documentation (e.g. vendor manual, best practice guide, checklist, issues log) as an integral part of the system handover process.</li> <li>• Implementation of follow-up action plans with the designated vendors in accordance with the agreed deliverables and timeline.</li> <li>• Execution of performance review with designated vendors in accordance with the predefined review process and governing mechanisms.</li> </ul>
Remark	