

Specification of Competency Standards
for the Information & Communications Technology Industry
Unit of Competency

Functional Area - Operations Management

Title	Develop game management system for customer service
Code	107937L4
Description	This unit of competency applies to all Digital Media Technology (DMT) practitioners who are involved in game application and supporting systems development. A management system to handle the services for players is an indispensable part of a successful game application. This UoC is concerned with the considerations and activities involved in the development of such a management system in the capacity of a programmer or developer.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge for game management system for customer service</p> <ul style="list-style-type: none"> • Get hold of the resources and supports for game management system development • Understand event driven front end development • Understand requirements of a customer service system, for examples: <ul style="list-style-type: none"> ○ Create activity log ○ Setup user right system, etc. • Possess good knowledge in database concept and design • Well-versed in reports creation using database facilities • Possess proficient knowledge in popular programming languages for games development <p>2. Develop game management system for customer service</p> <ul style="list-style-type: none"> • Gather requirements towards the game management system for customer services from relevant sources and stakeholders, such as: <ul style="list-style-type: none"> ○ Game players ○ Staff responsible for customer services ○ Senior management in charge ○ The game application development team, etc. • Gather the necessary hardware, software and financial resources to kick off the system development work • Create Graphical User Interface (GUI) front end for use by staff members responsible for customer services • Create server module for retrieving players' data from the game database and send to the front end for display • Create tools to modify the game database to facilitate customer services staff in handling enquires and complaints, which may include: <ul style="list-style-type: none"> ○ Player registration and de-registration ○ Game account information ○ Game products delivery ○ Ordering and payment ○ Events recording ○ Game reward ○ Site policies ○ Loss of weapons or rewards, etc. • Provide instant message (such as Skype) functionality for the tools • Ensure ability of the created tools in generating reports to facilitate checking of customer service related activities by senior management • Conduct testing for the functionalities of the game management system in concern

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	<ul style="list-style-type: none"> • Present the completed system to management or the development team for comment and approval for implementation <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Always develop the game management system with customer service as the top priority consideration • Always carry out the system development work according to requirements, without skipping the handling of any difficulties
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Complete development of the game management system for customer service on time and within budget constraints; and • Build up a game management system for customer service that can satisfy the requirements of relevant stakeholders
Remark	