Specification of Competency Standards for ICT Operation and Support
<u>Unit of Competency</u>

Functional Area: Core Skills

Title	Understand the System Development Life Cycle for technical support
Code	107861L1
Range	This unit of competency applies to all IT practitioners providing technical support at work place. IT practitioners encounter many different life cycles in their industry and one of the most important life cycle is System Development Life Cycle (SDLC). Operation support and service personnel need to appreciate the concept of SDLC and how it affects them
Level	1
Credit	1

Competency	Performance Requirements
	1. Knowledge for understanding the System Development Life Cycle for technical support
	    • Possess good literacy skills that can read various product technical manuals, work instructions, work procedures, organisational guidelines and procedures, etc.
	    • Possess logical thinking and diagnostic skills
	    • Possess basic knowledge of Occupational Safety procedures
	2. Understand the System Development Life Cycle for technical support
	    • Understand the stages of the SDLC and variants/adaptations of SDLC, such as:
	        • Equipment Life Cycle
	        • Production Life Cycle
	        • ICT Life Cycle
	        • PC life Cycle
	    • Understand why SDLC is important, including but not limited to the following:
	        • Project management
	        • Cost management
	        • Time management
	        • Human resources management
	    • Understand mapping of SDLC with respect to Operation Support and Service personnel daily activities, including but not limited to the following:
	        • Equipment/service request
	        • Equipment/service purchase
	        • Installation
	        • Configuration
	        • Support
	        • Maintenance,
	        • Equipment retirement
	3. Exhibit professionalism
	    • Committed to resolve problems
	    • Follow organisation safety guidelines and procedures when troubleshooting and/or performing rectification of equipment

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:
	    • Understand the basic concept and objectives of the SDLC and aware of different variants or adapted life cycles and where it affects them in their daily work activities
	    • Map work activities of support and service personnel with the different stages of SDLC or variants

Remark	