

# Specification of Competency Standards for ICT Operation and Support

## Unit of Competency

### Functional Area: Application Support

Title	Coordinate application change requests with developer
Code	107872L2
Range	This unit of competency applies to IT support personnel. Many systems are tailor-built due to special features and functions needed and canned packages cannot provide. The development work may be internal or external. As errors are being identified and new functions are required, a single contact point to coordinate with developers is required. This UoC will synonymously use "change request" for either error report and functional change request.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge for coordinating application change requests with developer <ul style="list-style-type: none"> <li>• Possess good interpersonal and communication skills for liaising with users and developers</li> <li>• Possess basic knowledge of change management concept</li> <li>• Possess good knowledge of the organisation's change record system</li> <li>• Good teamwork attitude, self-disciplined and resourceful</li> </ul> </li> <li>2. Coordinate application change requests with developer <ul style="list-style-type: none"> <li>• Received change request from user by "change request form" <ul style="list-style-type: none"> <li>• Verify details of change request and perform initial filtering based on organisation's change control procedure</li> <li>• Record the change request into internal record system with a change control ID number</li> <li>• Forward to supervisor to approve the change request or error report</li> <li>• Agree with change controller and allocate the level of priority for the change request</li> <li>• Forward change request to developer with indication of priority level</li> </ul> </li> <li>• Liaise new change request with developer <ul style="list-style-type: none"> <li>• Gather details of change request for developer</li> <li>• Acquire assigned reference details from developer and timeline for completion of work</li> <li>• Update developer given reference details to corresponding change request</li> </ul> </li> <li>• Regularly monitor change request and its status. Contact developer for status may be required</li> <li>• Liaise with users relating to change requests, such as: <ul style="list-style-type: none"> <li>• Provide status of change such as: accepted, rejected, ref. ID, etc.</li> <li>• Developer need for extra details related to the change request</li> <li>• Notify change request has been completed by developer</li> <li>• Acquire feedback to determine whether the change request completed to user's expectation</li> </ul> </li> <li>• Regularly monitor change request and its status</li> <li>• Update change request records with status of different stages of processing <ul style="list-style-type: none"> <li>• Request change controller to close the change request on work completion when user is satisfied with delivered changes</li> </ul> </li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Apply industry best practices for change management process and follow the organisation change control procedures to ensure all change control records are well maintained and updated</li> <li>• Take responsibility and accountable for coordination work and be impartial between users and developers regarding change requests</li> </ul> </li> </ol>

## Specification of Competency Standards for ICT Operation and Support

### Unit of Competency

#### **Functional Area: Application Support**

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"><li>• Understand change request made by users and can accurately record it into the organisation's change control record system</li><li>• Convey adequate details of change request to developer that enable them to accurately assess the viability and plausibility of performing requested changes and can give an estimate of completion time</li><li>• Monitor progress of change requests systematically in such a manner where important/critical change requests demand more frequent follow up and less critical ones are reported on scheduled dates</li></ul>
Remark	