

Functional Area: Product & Service Life Cycle (Security)

1. Title	Handling abnormal instances
2. Code	ITCSPL328A
3. Range	This UoC applies to all considerations and procedures related to the handling of abnormal security instances caused by customers / users activities related to security. Actually this step is a component of the overall security testing, and sometimes categorised as part of the security functional testing.
4. Level	3
5. Credit	3
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Possess knowledge in the subject area</p> <ul style="list-style-type: none"> ● Understand the unavoidability of abnormal instances caused by customers / users of the company's products / services, and those related to security issues are of no exception ● Understand the potential impacts or damages to the products / services in concern caused by customers' abnormal instances / activities, and the adverse effects may even extends to the company as a whole ● Understand that some abnormal instances can be anticipated such as duplicated log-in whereas some are difficult to foresee, but both need to be handled timely ● Understand that successful handling of abnormal instances caused by customer activities need their co-operation, and can transform into potential business opportunities ● Be aware of the a wide choices of approaches and methods for abnormal instances handling, with its own benefits and shortcomings <p>6.2 Handling abnormal instances</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Well-define in advance the set of normal activities and instances that are allowed for customers / users of the company's products and services, thus any deviation can be regarded as abnormal and highlighted for immediate handling ● Set up a historical database for such abnormal instances, and document the remedy actions performed ● Explore the opportunities to make use of computer software for the above documentation activities, such as DBMSs or simply office tools like Excel, Access, etc ● Propose methods and actions to handle those abnormal instances detected ● Propose means and actions to prevent the same abnormal security instances to happen again, if possible ● Effectively communicate with all related staff members in case any follow up / ad hoc activities needed to be performed by them regarding those abnormal security instances <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all related staff members contribute their greatest effort honestly in identifying and tackling abnormal security instances caused by customers / users ● Always strike a proper balance of interests between customers, employees and even the company as a whole
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> i. successfully design and fix standard policies / methods to handle abnormal security instances caused by customers / users ii. ensure all such abnormal instances can be handled and resolved in time with minimal adverse effects
Remark	