

Functional Area: Product & Service Life Cycle (Security)

1. Title	Identify normal / abnormal activities
2. Code	ITCSPL439A
3. Range	This UoC applies to all procedures and actions related to the identification of normal and abnormal 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	4
5. Credit	3
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> ● Fully understand the fundamental necessity in recording all activities performed by customers / users of the company's products and services ● Fully aware of the importance in analysing customers / user activities and categorised them as normal / abnormal for subsequent follow up actions ● Aware with alertness that successful recording and identification of customer activities need their co-operation and can transform into potential business opportunities ● Understand the importance in properly handling especially abnormal customers / users activities and eliminate the adverse effects to the company as early as possible ● Be aware of a wide range of approaches and techniques for customer activities identification, recording and categorisation, each with its own benefits and shortcomings <p>6.2 Identify normal / abnormal activities</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Establish effective means to record and gather activities conducted by customers / users of the company's products / services, usually with the help of related computer software such as DBMSs. ● Specify and establish in advance the criteria for classifying customer activities as normal / abnormal, bear in mind that such criteria can be subject to change frequently ● Exercise good analysis skill to explore the reasons or intentions especially for those so-called abnormal activities, with the help of software systems such as DBMSs or even data mining tools ● Fully understand that even for normal activities there are values in detailed investigation, and explore refined or more cost effective methods to serve them ● Exercise quality problem solving skills and propose policies and methods to handle those abnormal customer activities identified ● Effectively communicate with senior management to solicit their support towards the proposed remedy actions to tackle abnormal activities ● Effectively communicate with all related staff members in case any follow up / ad hoc activities needed to be performed by them regarding abnormal customer activities tackling. <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, classifying and tackling customer activities ● Always strike a proper balance of interests between customers and the company as a whole
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ol style="list-style-type: none"> i. successfully design a policy to identify, store and classify customers / users activities ii. ensure all normal / abnormal activities can be distinguished and being handled according to pre-established policies or methods
Remark	