

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

Functional Area - Project Management

Title	Prepare system operation documentation
Code	111200L4
Range	Prepare technical and user documentation describing how the system works for third party management. Documentation should reflect maintenance and update processes to ensure integrity the deployment.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand system requirements</p> <ul style="list-style-type: none"> • Be able to: <ul style="list-style-type: none"> ○ identify system operation issues, i.e. system installation/update and deployment, day-to-day technical operations, server or software application failure and maintenance, etc. ○ comprehend the workflow as stated in the system operation plan according to technical and user requirements <p>2. Prepare the operation documentation containing information that will aid system administrators to understand the functions and capabilities of your information technology systems, applications, and components</p> <ul style="list-style-type: none"> • Be able to: <ul style="list-style-type: none"> ○ describe the user typical processes and operation procedures as required by the needs of the technical and user requirements ○ provide standards on document to help with consistency and avoid potential pitfalls <p>3. Check the consistence and completeness of the documentation</p> <ul style="list-style-type: none"> • Be able to: <ul style="list-style-type: none"> ○ comply with corporate policy in documentation standards ○ review developed templates and guidelines to ensure their consistence in format and their completeness meet with system requirements ○ issue the developed templates and guidelines to stakeholders for review and feedback ○ incorporate feedback from stakeholders and management to finalise the system documentation standards
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • establish system report and documentation standard and ensure consistency and completeness in the operation documentation • enhance efficiency of system operation, support, maintenance and system training, etc.
Remark	