

**Information and Communications Technology Industry Training Advisory Committee  
Software Products and Software Services (SW) branch  
Unit of Competencies**

1. Title	Understand IT operations and IT processing
2. Code	ITSWG620A
3. Range	Understand IT operations and IT processing in order to perform IT consulting within an organisation or for an external client [Generic Skills - IT Consulting / Champion]
4. Level	6
5. Credit	4
6. Competency	<p><b>Performance Requirement</b></p> <p>6.1 Have knowledge of IT operations and IT processing</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ understand the activities involved in IT operations and IT processing</li> <li>▪ understand the various factors, e.g. objectives and goals, success criteria, cost drivers, performance measurements etc., affecting IT operations and IT processing for an organisation</li> <li>▪ understand IT tools, if any, available in managing IT operations and IT processing</li> </ul> <p>6.2 Apply the knowledge of IT operations and IT processing in the management of an organisation</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ manage the activities involved in IT operations and IT processing</li> <li>▪ make use of IT tools, if any, in the management of these activities</li> </ul> <p>6.3 Enhance the effectiveness and efficiency of IT operations and IT processing in an organisation</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ manage the activities involved in IT operations and IT processing in the most effective and efficient manner for the organisation;</li> <li>▪ apply appropriate IT tools, if any, in the most effective and efficient manner for managing IT operations and IT processing of the organisation</li> <li>▪ demonstrate that the IT operations and IT processing of an organisation is achieving the set objectives and goals</li> </ul>
7. Assessment Criteria	The integrated outcome requirement of this UoCs is that IT operations and IT processing is well managed and under control in the organisation.
Remark	This UoCs is related to and may overlap with UoCs defined in Operations & Support functional area.