

## Appendix D.6 UoCs in Operations and Support

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

1. Title	Perform stock-take of IT assets
2. Code	ITSWOS201A
3. Range	Perform the regular stock-take of IT assets, report and resolve all discrepancies between physical assets and the asset database in the context of providing configuration management services for an organisation [Operations and Support – Configuration Management Services]
4. Level	2
5. Credit	1
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Comprehend the stock-take issues</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ understand the stock-take procedure</li> <li>▪ understand the structure of the asset database</li> </ul> <p>6.2 Conduct stock-take of IT asset</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ identify, assess and verify the IT asset that is listed in the inventory report</li> <li>▪ identify the IT assets that exist but not in the inventory report</li> </ul> <p>6.3 Resolve all discrepancies between physical assets and the asset database</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ identify any discrepancies</li> <li>▪ conduct the first level investigation and diagnostic activities to determine the correct information</li> </ul> <p>6.4 Update the asset database</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ provide the accurate information to be updated</li> <li>▪ verify that the update is completed accurately in accordance with organisation's guidelines</li> </ul>
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) perform regular stock-take of IT assets; and (ii) report and resolve all discrepancies between physical assets and the asset database.
Remark	<ol style="list-style-type: none"> <li>1. The participant is assumed to have a comprehensive knowledge in IT asset covering hardware and software.</li> <li>2. This UoCs comprises both the frontline and first level competency requirements to perform configuration management.</li> </ol>