

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

1. Title	Maintain the problem management knowledge database										
2. Code	ITSWOS303A										
3. Range	Maintain, update, and administer the knowledge base for better future problem management services in the context of providing Problem Management services in an organisation or for a client [Operations and Support – Problem Management Service]										
4. Level	3										
5. Credit	1										
6. Competency	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;"></td> <td style="text-align: center;"><u>Performance Requirement</u></td> </tr> <tr> <td>6.1 Know the structure and operation principles of Configuration Management Database (CMDB)</td> <td>           Be able to           <ul style="list-style-type: none"> <li>▪ understand the structure of the CMDB</li> <li>▪ identify the steps in the operation of the database</li> <li>▪ state corporate policies related to creating, amending, updating, indexing, backing up, archiving, and deleting records in a database</li> </ul> </td> </tr> <tr> <td>6.2 Keep trouble shooting records on CMDB in good order</td> <td>           Be able to           <ul style="list-style-type: none"> <li>▪ control access to CMDB according to corporate policy</li> <li>▪ provide support for effective and efficient usage on the CMDB</li> <li>▪ perform backup on system and CMDB to maintain continuity in service</li> <li>▪ execute changes to records in CMDB after root cause analysis</li> <li>▪ log database activities and generate appropriate reports</li> <li>▪ monitor operations on database system and suggest improvement to ensure the CMDB meet changing operation environment</li> </ul> </td> </tr> <tr> <td>6.3 Keep abreast with corporate policies</td> <td>Be able to ensure changes are authorized, properly documented, and circulated to users</td> </tr> <tr> <td>6.4 Manage the CMDB in a professional manner</td> <td>           Be able to           <ul style="list-style-type: none"> <li>▪ maintain, update and administer the CMDB in accordance with the organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable</li> <li>▪ perform the activities in an efficient and effective manner</li> </ul> </td> </tr> </table>		<u>Performance Requirement</u>	6.1 Know the structure and operation principles of Configuration Management Database (CMDB)	Be able to <ul style="list-style-type: none"> <li>▪ understand the structure of the CMDB</li> <li>▪ identify the steps in the operation of the database</li> <li>▪ state corporate policies related to creating, amending, updating, indexing, backing up, archiving, and deleting records in a database</li> </ul>	6.2 Keep trouble shooting records on CMDB in good order	Be able to <ul style="list-style-type: none"> <li>▪ control access to CMDB according to corporate policy</li> <li>▪ provide support for effective and efficient usage on the CMDB</li> <li>▪ perform backup on system and CMDB to maintain continuity in service</li> <li>▪ execute changes to records in CMDB after root cause analysis</li> <li>▪ log database activities and generate appropriate reports</li> <li>▪ monitor operations on database system and suggest improvement to ensure the CMDB meet changing operation environment</li> </ul>	6.3 Keep abreast with corporate policies	Be able to ensure changes are authorized, properly documented, and circulated to users	6.4 Manage the CMDB in a professional manner	Be able to <ul style="list-style-type: none"> <li>▪ maintain, update and administer the CMDB in accordance with the organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable</li> <li>▪ perform the activities in an efficient and effective manner</li> </ul>
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7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) keep the information in CMDB up to date; and (ii) enhance the outcome of operations and support activities via more effective delivery of problem management services.										
Remark	According to ITIL®, Configuration Management Database (CMDB) is commonly accessed in every process. Incidents, changes, etc, are part of CMDB.										