

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

1. Title	Monitor and control the system operation services	
2. Code	ITSWOS304A	
3. Range	Schedule, organize, monitor, control and report the system operations of non-routine nature or beyond the coverage of existing procedure in the context of providing system operations services for an organisation (See Remark 1 for examples of system operations) [Operations and Support – System Operations]	
4. Level	3	
5. Credit	3	
6. Competency	<p>6.1 Know the System Operations guidelines, procedures and process</p> <p>6.2 Understand the roles and responsibilities of all people involved in system operations</p> <p>6.3 Monitor and control the operating activities of the system</p> <p>6.4 Schedule and organise the ad hoc, new request and changes in the operating activities</p>	<p><u>Performance Requirement</u> Be able to</p> <ul style="list-style-type: none"> ▪ keep conversant with the operating environment and the associated set of operating work instruction, guidelines and procedures ▪ determine whether a system operations service request falls in the organisation's system operations guidelines and procedures ▪ understand the functional scope, business implication and service level requirements on the system operations <p>Be able to identify appropriate personnel to follow-up the system operations of non-routine nature</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ ensure all operation instructions are followed and operation activities are recorded ▪ monitor and control the short term performance of the IT system/server operating services ▪ make escalation to appropriate technical support teams in case the system operating performance is beyond the normal condition boundary and approve exceptional operating work instruction in reaction ▪ assist in the problem management process to resolve the system operation problem ▪ maintain and grant exceptions for the system operations, the associated facilities and the data center access control <p>Be able to</p> <ul style="list-style-type: none"> ▪ plan, coordinate, schedule and organize the short term operational activities to meet project and operations service level requirement ▪ comprehend the planned operations activities and optimize the operations resources or facilities utilization

	<p>6.5 Plan operational activities</p> <p>6.6 Handle system operations of non-routine nature or beyond the coverage of existing procedure in a professional manner</p>	<ul style="list-style-type: none"> ▪ provide inputs to the Change Manager on the change schedule coordination <p>Be able to</p> <ul style="list-style-type: none"> ▪ assist in the setting up of the system operations instructions, guidelines, procedures, fallback plans and disaster recovery plans ▪ review the operations instructions, guidelines, procedures and make suggestions for improvement ▪ review the resource, tool and operation timetable to optimize the operations performance <p>Be able to schedule, organise, monitor, control and report of the system operations of non-routine nature or beyond the coverage of existing procedure in accordance with organisation's guidelines as well as any (local and international) laws and regulatory requirements, where applicable</p>
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> (i) monitor and control the operating activities of the system operations; (ii) plan the short term operational activities of system operations functions to meet the service commitments and service level requirements with an established pool of resources and a set of process, tool and procedure; (iii) schedule and organise the ad hoc, new requests and changes in the operating activities; and (iv) tune the system operation functions with respect to resource deployment, process or tool. 	
<p>Remark</p>	<ol style="list-style-type: none"> 1. System operations include, but are not limited to, <ul style="list-style-type: none"> a) IT system/server operations, b) network operations, c) voice and video conference services operations, and d) operations management 2. This UoCs comprises both the supervisory, day-to-day exception management and short term operational planning responsibilities of the IT system/server operations function. 	