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

1. Title	Deliver the system operations services
2. Code	ITSWOS305A
3. Range	Operate the system operations according to a set of work instructions, guidelines, procedures and service requests for an organisation (See Remark 1 for examples of system operations) [Operations and Support – System Operations]
4. Level	3
5. Credit	2
6. Competency	6.1 Understand the basic components of system operations 6.2 Have basic knowledge of IT in system operations 6.3 Operate the system operations 6.4 Perform first level problem diagnostic services on system operations	Performance Requirement Be able to - operate the basic components of system operations - communicate with users and technical persons using their own language about the incident and service call related to the system operations (e.g. software application or hardware system) provided by the organisation Be able to - read, interpret and enter the associated work instructions - communicate with the technical support teams on the specific operations requirements - perform the prescribed operating services on system operations according to the work instruction and schedule - monitor the planned change activities carried out on the system operations and raise an alert in the event of deviation in change time window or change scope - monitor and record the operations activities with the results Be able to - understand alert and malfunction symptoms of basic components related to system operations - report the problem to Help Desk for incident tracking if necessary - identify the source of problem and take corrective or recovery action according to the problem determination guide and procedure - communicate with the second level support teams and get instruction on performing special diagnostic work - record the diagnostic activities and the results

	6.5 Review the operations activities, make suggestion and document for improvement	Be able to ▪ collect feedback from the Help Desk, technical and second level support teams ▪ review operations activities, system performance or problems ▪ make suggestions and document them to improve the operating manual, work instruction, problem determination guide and procedure
	6.6 Operate the system operations in a professional manner	Be able to ▪ deliver the system operations services within the agreed scope and timeline based on a set of work instructions, guidelines, procedures and service requests in accordance with the organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable ▪ calmly and sincerely communicate with users and supporting parties in their daily language during the servicing process ▪ correctly comprehend the incident or service request and record the descriptions into IT context for subsequent servicing performed by technical expertise
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to fulfil system operations function of an organisation by: (i) effectively communicating with the support teams in their daily language, comprehending problems and translating them into operations context for subsequent servicing ; (ii) operating the system operations based on a set of operating manual and procedure; (iii) performing first level problem diagnosis on system operations; and (iv) learning from the operations activities and making suggestions for improvement.	
Remark	1. System operations include, but are not limited to, a) IT system/server operations, b) network operations, c) voice and video conference services operations, and d) operations management 2. Examples of basic components of IT system/server include, but are not limited to, hardware, system software, database, application, operating consoles, system management tools, and computer centre facilities. 3. Examples of operating services of system operations related to IT system/server include, but are not limited to, start up, shut down, system monitoring, run job and batch, backup data, offsite backup data delivery, system health check and etc 4. This UoCs comprises the operating and first level system diagnosis competency requirement for the functions of system operations.	