

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

1. Title	Deliver configuration management services									
2. Code	ITSWOS408A									
3. Range	Deliver configuration management service request for better asset and operation management in the context of providing configuration management services for an organization (See Remark 1 for the activities involved) [Operations and Support – Configuration Management Services]									
4. Level	4									
5. Credit	1									
6. Competency	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%; vertical-align: top;">6.1 Have good knowledge of configuration management issues</td> <td style="width: 30%; vertical-align: top;"> <u>Performance Requirement</u> Be able to <ul style="list-style-type: none"> ▪ understand the basic process of configuration management ▪ understand the function and structure of the configuration database </td> <td style="width: 40%;"></td> </tr> <tr> <td style="vertical-align: top;">6.2 Maintain an up-to-date configuration management database</td> <td style="vertical-align: top;"> Be able to <ul style="list-style-type: none"> ▪ identify and classify the configuration items according to pre-defined guidelines ▪ implement the approved changes to change management database structure ▪ update (add, change and delete) the configuration items in a timely fashion ▪ reply to service enquiry with information extracted from configuration database </td> <td></td> </tr> <tr> <td style="vertical-align: top;">6.3 Ensure information reliability and accuracy</td> <td style="vertical-align: top;"> Be able to <ul style="list-style-type: none"> ▪ keep reliable records of details of IT components and assets ▪ provide accurate information and document of system configuration according to organizational procedures </td> <td></td> </tr> </table>	6.1 Have good knowledge of configuration management issues	<u>Performance Requirement</u> Be able to <ul style="list-style-type: none"> ▪ understand the basic process of configuration management ▪ understand the function and structure of the configuration database 		6.2 Maintain an up-to-date configuration management database	Be able to <ul style="list-style-type: none"> ▪ identify and classify the configuration items according to pre-defined guidelines ▪ implement the approved changes to change management database structure ▪ update (add, change and delete) the configuration items in a timely fashion ▪ reply to service enquiry with information extracted from configuration database 		6.3 Ensure information reliability and accuracy	Be able to <ul style="list-style-type: none"> ▪ keep reliable records of details of IT components and assets ▪ provide accurate information and document of system configuration according to organizational procedures 	
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7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) maintain an up-to-date configuration database; and (ii) ensure information reliability and accuracy for configuration management.									
Remark	<ol style="list-style-type: none"> 1. This includes the following: <ol style="list-style-type: none"> a) ensuring changes to each configuration item are timely and up-to-date; b) providing accurate management information of the system configuration; and c) identifying, maintaining and updating the details of each configuration item. 2. The participant is assumed to have a comprehensive knowledge in IT and its applications. 3. This UoCs comprises the competency to perform configuration management. 									