

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

1. Title	Deliver the database operations services	
2. Code	ITSWOS413A	
3. Range	Operate and administer the database according to a set of work instructions, procedures and service requests in the context of providing database operations services for an organisation or for a client [Operations and Support – Database Administration and Support]	
4. Level	4	
5. Credit	14	
6. Competency	<p>6.1 Understand the work instructions, procedures and service requests for the operation and administration of databases</p> <p>6.2 Follow the work instructions and procedures in the operation and administration of databases, and in fulfilling service requests</p> <p>6.3 Perform the operating and administrative activities of databases with a high degree of effectiveness and efficiency</p>	<p><u>Performance Requirement</u> Be able to</p> <ul style="list-style-type: none"> ▪ comprehend the instructions, procedures and service requests specified for the operation and administration of databases ▪ understand the performance requirements set out in the service level agreement, if any, of the organisation ▪ seek clarification from relevant people where necessary <p>Be able to</p> <ul style="list-style-type: none"> ▪ carry out the database's operating and administrative activities in accordance to the work instructions and procedures specified ▪ carry out the activities necessary to fulfil service requests in accordance to the specified work instructions and procedures specified ▪ operate, monitor and provide system statistics on database availability and performance ▪ report to supervisors of any problems and exceptional situations during the execution of these activities <p>Be able to</p> <ul style="list-style-type: none"> ▪ carry out the database operating and administrative activities in the most effective and efficient manner, meeting or exceeding the service level agreement, if any, of the organisation ▪ fulfil the service requests in the most effective and efficient manner ▪ report problems and exceptional situations without delay
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) provide database operational and administrative services with pre-defined procedures and automated systems to enable operations of the database environment as per service level agreement (SLA) requirements; and (ii) fulfil service requests of the database to the satisfaction of the requestors.	
Remark		