

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

1. Title	Establish and maintain the system operations process	
2. Code	ITSWOS422A	
3. Range	Define, design, establish, develop and review the system operations function for the entire organisation (See Remark 1 for examples of system operations) [Operations and Support – System Operations]	
4. Level	4	
5. Credit	4	
6. Competency	<p>6.1 Have general business knowledge of the serving industry</p> <p>6.2 Have comprehensive knowledge in IT and its role in the business process of the serving industry</p> <p>6.3 Keep abreast of the new system operations plan and on-going development in system operations</p> <p>6.4 Plan, design, set up and implement changes to the system operations function</p> <p>6.5 Liaise and review with the service customer</p>	<p><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ understand the impact of System Operations functions on the business of the organisation</li> <li>▪ communicate the impacts of System Operations functions on the end users</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ comprehend the new system operations plan across the entire IT organisation and the on-going development in system operations, translate them into positioning in system operations function as part of the system operations delivery</li> <li>▪ translate the new service delivery plans into positioning in system operations function as part of the integral service delivery</li> </ul> <p>Be able to plan, design, set up and implement changes to the resources, tools, operations manuals and processes of the system operations function to satisfy the service commitment and service level requirements</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ liaise with other teams in the IT organisation on an agreed system operation service delivery requirement</li> <li>▪ review the organisation teams' feedback, the operations record and report of the system operations function and devise plan for improvement</li> <li>▪ upkeep or improve the user satisfaction level</li> </ul>

	6.6 Define, design, establish, develop and review the system operations function in a professional manner	<p>Be able to define, design, establish, develop and review the system operations function of an organisation to satisfy the service level requirements</p> <ul style="list-style-type: none"> <li>▪ based on industry best practices and standards as well as local and international standards</li> <li>▪ in compliance with the organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> <li>(i) define, design, establish and review System Operations functions;</li> <li>(ii) understand the role of IT and the implication of its operations efficiency and effectiveness on the major business processes of the serving organisation;</li> <li>(iii) upkeep or improve the medium and long term performance of System Operations function as defined in the service level agreement; and</li> <li>(iv) upkeep or improve the user satisfaction level.</li> </ul>	
Remark	<ol style="list-style-type: none"> <li>1. System operations include, but are not limited to, <ul style="list-style-type: none"> <li>a) IT system/server operations,</li> <li>b) network operations,</li> <li>c) voice and video conference services operations, and</li> <li>d) operations management</li> </ul> </li> <li>2. This UoCs comprises the functional and process management for the system operations function.</li> </ol>	