

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

1. Title	Deliver system support services	
2. Code	ITSWOS424A	
3. Range	Perform system maintenance and support services in the context of providing system support services for an organisation (See Remark 1 for examples of items related to system support services) [Operations and Support – System Support Services]	
4. Level	4	
5. Credit	6	
6. Competency	<p>6.1 Understand the system support process (See Remark 2 for an explanation of system support process)</p> <p>6.2 Understand the system operation, maintenance, administration, diagnosis and recovery activities in the execution of the system support services process</p> <p>6.3 Maintain and evaluate the system support services process</p> <p>6.4 Perform the system maintenance and support activities in the system support services in a professional manner</p>	<p><u>Performance Requirement</u> Be able to</p> <ul style="list-style-type: none"> ▪ have a good mastery of the system support processes ▪ acquire the skills to perform the tasks in the support processes <p>Be able to</p> <ul style="list-style-type: none"> ▪ perform the required maintenance, administration, diagnosis and recovery activities in the system support services process ▪ coordinate the concerned parties and stakeholders for the execution of the system support services process <p>Be able to</p> <ul style="list-style-type: none"> ▪ analyse the defined system support services process for its effectiveness and efficiency at regular intervals ▪ identify key factors that are crucial to the effectiveness and efficiency of the defined system support services process ▪ recommend new process for future improvements, if necessary ▪ update the new process once it is approved <p>Be able to</p> <ul style="list-style-type: none"> ▪ effectively and efficiently perform the system support services process, meeting or exceeding the service level agreement of the organisation, if any ▪ fulfil the system support service requests in the most effective and efficient manner ▪ evaluate and maintain the up-to-date system support services process ▪ give technical advice on supported system performance
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to operate, maintain, administer, diagnose and restore the systems in the system support services process for the organisation.	
Remark	1. Examples of items related to server support services include, but are not	

	<p>limited to, the following:</p> <ul style="list-style-type: none"> a) Hardware and software components such as server, network, voice, and video; b) Configuration items for version control via application asset management such as application related documents (e.g. system / design / programme specifications, codes and operation documentations); and c) Items related to system management services such as the following: <ul style="list-style-type: none"> (i) System Monitoring and tuning; (ii) Service level measurement and reporting; (iii) Software packaging and software distribution; (iv) Configuration Management; (v) User administration and access control; (vi) Directory services support; (vii) Storage allocation and access control; (viii) Data backup and recovery; (ix) Remote Control; (x) Inventory Scan; and (xi) Security Control such as Virus Scan and removal. <p>2. The system support process is an on-going activity. There are NO planned activities except during changes when one may plan to do extra system support.</p> <p>3. This UoCs involves the analysis and evaluation of the defined process for system support services.</p>
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