

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

1. Title	Monitor and control system support services
2. Code	ITSWOS425A
3. Range	Plan, monitor, schedule, support and investigate processes for system 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	7
6. Competency	<p style="text-align: right;"><u>Performance Requirement</u></p> <p>6.1 Understand various principles and best practices of the system support services process</p> <p style="margin-left: 40px;">Be able to</p> <ul style="list-style-type: none"> ▪ adopt the principles of the system support services processes for an organisation ▪ adapt best practices for the system support services processes for an organization <p>6.2 Plan, monitor and oversee the execution of the system support services process</p> <p style="margin-left: 40px;">Be able to</p> <ul style="list-style-type: none"> ▪ plan, monitor and control the execution of the system support services process ▪ coordinate concerned parties and stakeholders to execute the agreed process ▪ perform regular performance monitoring of the system support services process and take corrective actions where necessary ▪ perform proactive monitoring of the system support services process and take preventive actions, if necessary ▪ communicate to the concerned parties and stakeholders on any burning issues that may affect the successful execution of the system support services process <p>6.3 Plan, monitor, schedule, support and investigate processes for system support services in a professional manner</p> <p style="margin-left: 40px;">Be able to plan, monitor, schedule and support system support services that are</p> <ul style="list-style-type: none"> ▪ based on industry best practices, any local and international standards ▪ in compliance with organisation's guidelines and procedures as well as any (local and international) laws and regulatory requirements, if applicable
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to plan, monitor, schedule, support and investigate the execution of system support services processes.
Remark	<p>1. Examples of items related to server support services include, but are not limited to, the following:</p> <p>a) Hardware and software components such as server, network, voice, and video;</p> <p>b) Configuration items for version control via application asset management such as application related documents (e.g. system / design / programme specifications, codes and operation</p>

	<p>documentations); and</p> <p>c) Items related to system management services such as the following:</p> <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.
--	---