

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

1. Title	Recommend availability improvement plans	
2. Code	ITSWOS505A	
3. Range	Recommend improvement plans as input to the technology planning process in the context of providing availability management services for an organization [Operations and Support – Availability Management Services]	
4. Level	5	
5. Credit	3	
6. Competency	<p>6.1 Have basic knowledge in IT related to the availability management process</p> <p>6.2 Understand purposes and practices of the availability management process</p> <p>6.3 Formulate possible improvement actions to close the discrepancies between target/projected service level performance & performance indicators and actual service level performance & performance indicators</p> <p>6.4 Evaluate the various possible improvement actions among others</p>	<p><u>Performance Requirement</u> Be able to appreciate the roles and functions of IT related to the availability management process</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ adopt the principles of and adapt best practices for the availability management process ▪ plan for an exercise to develop an improvement plan for better availability ▪ comprehend the performance level indicators <p>Be able to</p> <ul style="list-style-type: none"> ▪ understand basic IT techniques/ components that can be used to improve availability (e.g. hardware or software cluster, load balancing, resiliency devices such as RAID disk ▪ work with other specialist teams and compile a list of possible improvement actions to close the discrepancies <p>Be able to</p> <ul style="list-style-type: none"> ▪ set the appropriate evaluation criteria and choose suitable evaluation methods and decision analysis methods to weigh the various possible improvement actions from both business perspective (e.g. financial) and technical perspective ▪ estimate the probable risks inherent to each improvement actions and to come up with possible risk mitigation strategies using common techniques (e.g. CRAMM model)

	<p>6.5 Select a set of possible improvement actions to formulate an improvement plan</p> <p>6.6 Recommend the improvement plan to the technology planning process</p> <p>6.7 Recommend improvement plans as input to the technology planning process professionally</p>	<p>Be able to</p> <ul style="list-style-type: none"> ▪ apply the chosen evaluation criteria and method to select an optimum set of improvement actions and prioritise the them ▪ work out a proposed improvement plan based on the inter-dependencies of the improvement actions <p>Be able to communicate the proposed improvement plan effectively in both business and technical perspectives in order to gain the buy-in from management</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ exercise industry best practices and adhere to standards as well as local and international standards, ▪ comply with organization's guidelines and procedures as well as any (local and international) laws and regulatory requirements, if applicable
7. Assessment Criteria	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> (i) devise and maintain the availability plan, which can fulfil the various business availability requirements; (ii) collaborate the effort of other technical teams and support teams to maintain the availability plan; and (iii) communicate effectively with the business users and customer the availability plan and the corresponding improvement proposals. 	
Remark		