

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

1. Title	Monitor and control of the configuration management services
2. Code	ITSWOS511A
3. Range	Monitor, coordinate, and control of the configuration management database for better asset and operation management in the context of providing configuration management services for an organization [Operations and Support – Configuration Management Services]
4. Level	5
5. Credit	1
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Have good knowledge of digital asset management Be able to</p> <ul style="list-style-type: none"> ▪ understand the concept of digital asset management ▪ understand the structure of the organization of digital assets <p>6.2 Monitor and control of the change management database Be able to</p> <ul style="list-style-type: none"> ▪ monitor and control the day-to-day configuration management database service request submission, approval and update ▪ review regularly the volume and patterns of the service request ▪ control access to the change management database ▪ upkeep the security and integrity of the change management database ▪ plan and perform periodic checking and audit of the change management database <p>6.3 Filter and communicate the service request Be able to</p> <ul style="list-style-type: none"> ▪ filter and reject the non-compliant or incomplete request according to organizational guideline ▪ communicate the service request to the concerned parties according to organizational policies and procedures
7. Assessment Criteria	The integrated outcome requirements of this UoCs is the ability to fulfil configuration management service request of an organisation by: (i) monitoring and controlling the service request to appropriate parties; and (ii) filtering and communicating the service request to appropriate parties.
Remark	<ol style="list-style-type: none"> 1. The participant is assumed to have a comprehensive knowledge in IT and its applications. 2. This UoCs comprises both the frontline and first level competency requirement for handling the configuration management service request.