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 database operations services
2. Code	ITSWOS517A
3. Range	Monitor, control, coordinate changes, troubleshoot and support of the database of non-routine nature or beyond the coverage of existing procedure in the context of providing database operations services for an organisation [Operations and Support – Database Administration and Support]
4. Level	5
5. Credit	8
6. Competency	<table><tr><td>6.1 Understand the non-routine situations that are not covered by existing procedures in the operation and administration of databases</td><td>Performance Requirement Be able to - identify unusual, non-routine situations when monitoring, controlling, coordinating changes, supporting and trouble-shooting during the database's operation and administration - identify the activities required to handle the non-routine situations for which existing procedures do not cover - understand the performance requirements set out in the service level agreement, if any, of the organisation - seek clarification from relevant people where necessary </td></tr><tr><td>6.2 Carry out activities to handle the non-routine situations that are not covered by existing procedures in the operation and administration of databases</td><td>Be able to - monitor the operations and capacity of databases and identify non-routine situations - perform the necessary activities required to handle the non-routine situations for which existing procedures do not cover - perform database technical support according to service level agreement - seek approval from supervisors if necessary </td></tr><tr><td>6.3 Perform the non-routine activities with a high degree of expertise and professionalism</td><td>Be able to - understand the potential risks of performing the non-routine activities, and consider the appropriate controls to minimise the risk - perform the non-routine activities in the most effective and efficient manner; meeting or exceeding the service level agreement, if any, of the organisation - obtain approval from supervisors, where necessary, for the non-routine activities in a timely manner - keep the disruption to the operation and administration of databases to the minimum </td></tr></table>
7. Assessment Criteria	The integrated outcome requirements of this UoCs is the ability to carry out the non-routine activities in the operation and administration of databases in an organisation in the most effective and efficient manner, while satisfying the service level agreement and with proper approval.
Remark	