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

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 6.1 Understand the non-routine situations that are not covered by existing procedures in the operation and administration of databases Parformance Requirement 9. identify unsual, non-routine situations and administration of databases Parformance Requirement 9. identify unsual, non-routine situations and administration of databases Identify the activities required to handle the non-routine situations for which existing procedures do not cover 9. addition from relevant people where necessary Interpreting and the coverage of existing procedures in the operation and administration of databases 6.2 Carry out activities to handle the non-routine situations and capacity of databases monitor the operations and capacity of databases and identify non-routine situations for which existing procedures in the operation and administration of databases and identify non-routine situations for which existing procedures in the operation and proper approval. 6.2 Carry out activities to handle the non-routine activities of expertise and procedures in the operation and administration of databases and identify non-routine activities in a time yenthere necessary. 6.3 Perform the	1. Title	Monitor and control of the database operations services	
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 6.1 Understand the non-routine situations that are not covered by existing procedures in the operation and administration of databases Be able to 9. identify unusual, non-routine situations for which existing procedures in the operation and administration of databases identify unusual, non-routine situations for which existing procedures do not cover 9. and administration of databases 6.2 Carry out activities to handle the non-routine situations for which existing procedures do not cover 9. and administration of databases 6.2 Carry out activities to handle the non-routine situations for which existing procedures in the operation and administration of databases and identify non-routine situations for which existing procedures in the operation and administration of databases 9. and administration of databases 9. perform the non-routine situations for which existing procedures in the operation and administration of expertise and professionalism 6.3 Perform the non-routine activities at high degree of expertise and professionalism 9. perform the non-routine activities, and consider the appropriate controls to minise the risk 7. Assessment Criteria The integrated outcome requirements of this UoCs is the ability to carry out the portoro the operation and administration of databases to the minimum <td>2. Code</td> <td colspan="2"></td>	2. Code		
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 6.3 Perform the non-routine activities with a high degree of expertise and professionalism 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 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. 		the non-routine situations that are not covered by existing procedures in the operation and administration of	 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
Criteria 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.		activities with a high degree of expertise and professionalism	 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
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