

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

1. Title	Manage the exceptional system operations services	
2. Code	ITSWOS528A	
3. Range	Manage the system operations in exceptional situations and the corresponding recovery action to a level acceptable in the service level agreement in the context of providing system operations services for an organisation (See Remark 1 for examples of system operations) [Operations and Support – System Operations]	
4. Level	5	
5. Credit	3	
6. Competency	<p>6.1 Understand the role of IT and the implications of its operations efficiency and effectiveness on the major business processes of the serving organisation</p> <p>6.2 Have general business knowledge of the serving organisation</p> <p>6.3 Understand the business implication of the system operations</p> <p>6.4 Coordinate, monitor and control the system's critical operations</p> <p>6.5 Decide on operational fallback, execute disaster recovery plan and restore operation to normal during a major operational event</p> <p>6.6 Review the operational decision for future improvement</p>	<p><u>Performance Requirement</u> Be able to</p> <ul style="list-style-type: none"> ▪ understand the role of system operations in the IT service delivery to the serving organisation ▪ understand the normal, fallback and disaster operations plans and associated positioning, e.g., resources, facilities, support parties, logistics, time required to execute an operational fallback or recovery activity <p>Be able to understand the implication on the business unit and of the serving organisation when executing a certain operational decision</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ participate in the appropriate governance body so as to monitor and control the following items <ul style="list-style-type: none"> ➢ the highest severity operational problem ➢ a major system implementation, drill, upgrade and/or cutover ▪ enforce and grant exceptional access rights to system operations (e.g. data centre and IT system/server) during critical operational situation <p>Be able to</p> <ul style="list-style-type: none"> ▪ coordinate and make the stakeholders aware of the implication of the execution and the non-execution of a particular operations decision during a major operational event ▪ ensure all resources, facilities, logistics and procedures are positioned before executing a decision <p>Be able to lead the post-mortem operations management review to find out the root cause</p>

	<p>6.7 Manage the system operations in exceptional situations and the corresponding recovery action</p>	<p>Be able to</p> <ul style="list-style-type: none"> ▪ manage the system operations in exceptional situations ▪ coordinate and enact the necessary recovery action <p>so as to minimize the impact of the exceptional incidence to the organisation in accordance with organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable.</p>
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> (i) comprehend plans in the IT organisation and able to position accordingly in the system operations function; (ii) understand the role of IT and its outage implication in the major business processes of the serving organisation; (iii) upkeep or improve the medium and long term performance of system operations function to the level required in the service level agreement; and (iv) upkeep or improve the user satisfaction level. 	
<p>Remark</p>	<ol style="list-style-type: none"> 1. System operations include, but are not limited to, <ul style="list-style-type: none"> a) IT system/server operations, b) network operations, c) voice and video conference services operations, and d) operations management 2. Examples of exceptional situations of system operations include, but are not limited to, system/server fault, system/server upgrade, system/server migration and crisis. 3. This UoCs comprises the operations management for the system operations function. 	