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

1. Title	Establish and maintain system support services process
2. Code	ITSWOS529A
3. Range	Define, design, establish, develop and review the system support services process on servicing items related to system support services, and provide support resources with appropriate skills for servicing the related items in the context of providing system support services for an organisation (See Remark 1 for examples of items related to system support services) [Operations and Support – System Support Services]
4. Level	5
5. Credit	8
6. Competency	<table><tr><td></td><td>Performance Requirement</td></tr><tr><td>6.1 Have good technical knowledge of the system support services of the serving industry 6.2 Have comprehensive knowledge in IT and its role in the performance and capacity management process of the serving industry</td><td>Be able to ▪ understand the support activities in system support services functions ▪ communicate the impacts of system support services functions to other technical support team members</td></tr><tr><td>6.3 Know the major activities in system support services and the resources required</td><td>Be able to ▪ outline the major activities in system support services ▪ identify the resources required in each of these major activities in system support services</td></tr><tr><td>6.4 Define, design and develop the process for system support services</td><td>Be able to define, design and develop the process for servicing items related to system support services with technical advice based on operations and infrastructure knowledge</td></tr><tr><td>6.5 Review the process for system support services</td><td>Be able to ▪ analyse the defined system support services process for its effectiveness and efficiency at regular intervals ▪ identify key factors that are crucial to the effectiveness and efficiency of the defined system support services process ▪ review the defined system support services and recommend new process for future improvements, if necessary</td></tr><tr><td>6.6 Provide support resources with appropriate skills for the provision of system support services</td><td>Be able to identify and allocate the resources required (including the appropriate skills) in each of these major activities in the defined system support services process according to the organisation's guidelines</td></tr></table>

	6.7 Define, design, establish, develop and review the process for system support services in a professional manner	Be able to define, design, establish, develop and review the system support services process of an organisation ▪ based on industry best practices and standards as well as local and international standards, and ▪ in compliance with organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) establish effective and efficient system support services process to satisfy the evolving demands of the business in a timely manner; (ii) review, evaluate and improve the system support services process based on recommendations made during previous executions of the process; and (iii) include enough resources with appropriate skills in the provision of system support services.	

Remark	1. Examples of items related to server support services include, but are not limited to, the following:
	a) Hardware and software components such as server, network, voice, and video;
	b) Configuration items for version control via an application asset management such as application related documents (e.g. system / design / programme specifications, codes and operation documentations); and
	c) Items related to system management services such as the following:
	    (i) System Monitoring and tuning;
	    (ii) Service level measurement and reporting;
	    (iii) Software packaging and software distribution;
	    (iv) Configuration Management;
	    (v) User administration and access control;
	    (vi) Directory services support;
	    (vii) Storage allocation and access control;
	    (viii) Data backup and recovery;
	    (ix) Remote Control;
	    (x) Inventory Scan; and
	    (xi) Security Control such as Virus Scan and removal.	