

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

1. Title	Establish and maintain configuration management process						
2. Code	ITSWOS610A						
3. Range	Define, design, establish, develop and review the processes for configuration management services in the context of providing configuration management services for an organization (See Remark 1 for examples of configuration management services) [Operations and Support – Configuration Management Services]						
4. Level	6						
5. Credit	2						
6. Competency	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%; vertical-align: top;">6.1 Comprehend asset administration process</td> <td style="vertical-align: top;"> <p><u>Performance Requirement</u> Be able to</p> <ul style="list-style-type: none"> ▪ understand asset administration process ▪ define procurement, tagging, tracking, disposal and keeping of license records </td> </tr> <tr> <td style="vertical-align: top;">6.2 Define and implement processes for IT asset management services</td> <td style="vertical-align: top;"> <p>Be able to</p> <ul style="list-style-type: none"> ▪ define process and implement the IT asset management process ▪ define process for installing and distributing software ▪ define hardware (H/W) and software (S/W) inventory and configuration standards </td> </tr> <tr> <td style="vertical-align: top;">6.3 Design, establish and develop and review processes for configuration management services</td> <td style="vertical-align: top;"> <p>Be able to</p> <ul style="list-style-type: none"> ▪ define, design, establish and develop the configuration management services policy, guidelines and procedures according to the IT service support strategy and plan in the organisation ▪ review the configuration management services policy, guidelines and procedures to meet the current business requirements and IT technology capability according to organizational policy ▪ inform and communicate the policy, guidelines and procedures to concerned parties according to organizational guidelines </td> </tr> </table>	6.1 Comprehend asset administration process	<p><u>Performance Requirement</u> Be able to</p> <ul style="list-style-type: none"> ▪ understand asset administration process ▪ define procurement, tagging, tracking, disposal and keeping of license records 	6.2 Define and implement processes for IT asset management services	<p>Be able to</p> <ul style="list-style-type: none"> ▪ define process and implement the IT asset management process ▪ define process for installing and distributing software ▪ define hardware (H/W) and software (S/W) inventory and configuration standards 	6.3 Design, establish and develop and review processes for configuration management services	<p>Be able to</p> <ul style="list-style-type: none"> ▪ define, design, establish and develop the configuration management services policy, guidelines and procedures according to the IT service support strategy and plan in the organisation ▪ review the configuration management services policy, guidelines and procedures to meet the current business requirements and IT technology capability according to organizational policy ▪ inform and communicate the policy, guidelines and procedures to concerned parties according to organizational guidelines
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7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to define, design, establish and develop processes for configuration management services.						
Remark	<ol style="list-style-type: none"> 1. Examples of configuration management services include, but not limited to, software installation as well as asset management services related, but not limited, to procurement, tagging, tracking, disposal and keeping of license records. 2. The participant is assumed to have a comprehensive knowledge in IT and its applications. 3. This UoCs comprises the competency requirement to define, design, establish and develop processes for configuration management services. 						