

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

1. Title	Manage exceptional database operations process	
2. Code	ITSWOS615A	
3. Range	Manage the database operations, administration and support services in exceptional situations (such as database fault, upgrade, migration or crisis) and the corresponding recovery action in the context of providing database operations services for an organisation [Operations and Support – Database Administration and Support]	
4. Level	6	
5. Credit	8	
6. Competency	<p>6.1 Understand the management of databases in exceptional situations</p> <p>6.2 Manage the recovery actions for databases in exceptional situations</p> <p>6.3 Manage the performance of recovery actions for databases with a high degree of expertise and professionalism</p>	<p><u>Performance Requirement</u> Be able to</p> <ul style="list-style-type: none"> ▪ identify the exceptional situations, e.g. database fault, data corruption, slow response time etc. when managing the operation and administration of databases (upgrade and migration are not exceptions) identify the corresponding recovery actions required to handle the exceptional situations ▪ understand the performance requirements set out in the service level agreement, if any, of the organisation ▪ seek clarification from relevant people where necessary <p>Be able to</p> <ul style="list-style-type: none"> ▪ monitor the database operations and identify any exceptional situations ▪ carry out or manage the execution of the necessary recovery actions to handle the exceptional situations in the operation, administration and support services of databases ▪ seek endorsement from stakeholders if necessary <p>Be able to</p> <ul style="list-style-type: none"> ▪ recover the databases from exceptional situations in the most effective and efficient manner, meeting or exceeding the service level agreement, if any, of the organisation ▪ obtain endorsement from stakeholders, where necessary, for the recovery actions in a timely manner ▪ keep the disruption to the operation, administration and support services of databases to the minimum
7. Assessment Criteria	The integrated outcome requirement of this UoCs is the ability to perform the recovery actions in the operation, administration and support services of databases in an organisation in the most effective and efficient manner, while satisfying the service level agreement and with proper endorsement from stakeholders.	
Remark		