

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

1. Title	Establish and maintain database operations process	
2. Code	ITSWOS616A	
3. Range	Design, evaluate, establish, develop and review the database operations, administration and support function in the context of providing database operations services for an organisation [Operations and Support – Database Administration and Support]	
4. Level	6	
5. Credit	14	
6. Competency	<p>6.1 Have knowledge of the requirements of database operations, administration and support functions</p> <p>6.2 Design, develop and establish database operations, administration and support functions</p> <p>6.3 Evaluate and review database operations, administration and support functions</p> <p>6.4 Manage database operations, administration and support functions with a high degree of expertise and professionalism</p>	<p><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ identify the processes necessary for database operations, administration and support functions ▪ identify the relevant stakeholders and their needs <p>(See Remark 1 for examples of the required processes)</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ specify and/or manage the specification of the processes necessary for database operations, administration and support functions, in accordance to standard guidelines of the organisation ▪ coordinate the development of these processes, taking into consideration the needs of stakeholders ▪ obtain endorsement from stakeholders where appropriate <p>Be able to</p> <ul style="list-style-type: none"> ▪ compare the effectiveness of the processes for database operations, administration and support functions with the organisation's requirements, and decide whether any modification to the processes is required ▪ make changes to existing processes if necessary ▪ obtain endorsement from stakeholders where appropriate <p>Be able to</p> <ul style="list-style-type: none"> ▪ manage the performance of processes for database operations, administration and support functions in the most effective and efficient manner ▪ proactively enhance the processes on an on-going basis to improve performances of database operations, administration and support functions ▪ provide periodic updates of performance statistics to stakeholders
7. Assessment Criteria	The integrated outcome UoCs requirements of this UoCs are the ability to design and manage the database operations, administration and support functions to a high level of performance standards.	
Remark	1. Example of the processes for database operations, administration and	

	<p>support functions include, but are not limited to,</p> <ul style="list-style-type: none">a) Batch maintenance operations;b) Configuration management;c) Security managementd) Capacity management, including data storage management such as defining, classifying, storing and restoring, data storage projection, and recovering data according to data retention policy;e) Upgrades;f) Problem diagnostics;g) Fixing application;h) Performance tuning such as SQL tuning;i) Schema management;j) Data integrity management; andk) Vendor management, especially for multi-vendor environment.
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