

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

1. Title	Manage the complex system support services		
2. Code	ITSWOS617A		
3. Range	Evaluate and recommend highest level support of the complex, heterogeneous products and solutions that enhance productivity 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	6		
5. Credit	7		
6. Competency	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>6.1 Have mastery level technical knowledge of the system support services in the serving industry</p> <p>6.2 Have comprehensive knowledge in IT and its role in the operation and support management process of the serving industry</p> <p>6.3 Know the system support services process and the required support</p> <p>6.4 Establish and review the highest level support activities in system support services</p> <p>6.5 Evaluate and recommend on the highest level support in a professional manner</p> </td> <td style="width: 50%; vertical-align: top;"> <p><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ understand the systems' internal operation and its integration with other external systems, use of appropriate technical tool to get the technical information for analysis or diagnosis</li> <li>▪ provide the technical consultancy advice on the system conditions and recommended solutions to other support parties</li> </ul> <p>Be able to identify the required level of support that are crucial to the effective and efficient execution of the defined system support services process</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ establish the support framework, tools and knowledge positioning for highest level support of the complex, heterogeneous products and solutions in system support services</li> <li>▪ review the required highest level support activities to meet the changes in the technical environment</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ effectively and efficiently perform the highest level support function across the heterogeneous systems in meeting or exceeding the service level agreement of the organization, if any</li> <li>▪ give expert level technical and consultancy advice on the supported system performance, system integration and solution to the system problem</li> </ul> </td> </tr> </table>	<p>6.1 Have mastery level technical knowledge of the system support services in the serving industry</p> <p>6.2 Have comprehensive knowledge in IT and its role in the operation and support management process of the serving industry</p> <p>6.3 Know the system support services process and the required support</p> <p>6.4 Establish and review the highest level support activities in system support services</p> <p>6.5 Evaluate and recommend on the highest level support in a professional manner</p>	<p><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ understand the systems' internal operation and its integration with other external systems, use of appropriate technical tool to get the technical information for analysis or diagnosis</li> <li>▪ provide the technical consultancy advice on the system conditions and recommended solutions to other support parties</li> </ul> <p>Be able to identify the required level of support that are crucial to the effective and efficient execution of the defined system support services process</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ establish the support framework, tools and knowledge positioning for highest level support of the complex, heterogeneous products and solutions in system support services</li> <li>▪ review the required highest level support activities to meet the changes in the technical environment</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ effectively and efficiently perform the highest level support function across the heterogeneous systems in meeting or exceeding the service level agreement of the organization, if any</li> <li>▪ give expert level technical and consultancy advice on the supported system performance, system integration and solution to the system problem</li> </ul>
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7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to perform and give consultancy advice on highest level support of the complex, heterogeneous products and solutions that enhance productivity in 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 / program specifications, codes and operation documentations);		

	<p>and</p> <p>c) Items related to system management services such as the following:</p> <ul style="list-style-type: none"><li>(i) System Monitoring and tuning;</li><li>(ii) Service level measurement and reporting;</li><li>(iii) Software packaging and software distribution;</li><li>(iv) Configuration Management;</li><li>(v) User administration and access control;</li><li>(vi) Directory services support;</li><li>(vii) Storage allocation and access control;</li><li>(viii) Data backup and recovery;</li><li>(ix) Remote Control;</li><li>(x) Inventory Scan; and</li><li>(xi) Security Control such as Virus Scan and removal.</li></ul>
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