

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

1. Title	Manage contingency situations	
2. Code	ITWSM505A	
3. Range	Manage contingency situations according to the approved business continuity plans (BCPs) and disaster recovery plans (DRPs) of an organization [Strategic Management – Contingency Management]	
4. Level	5	
5. Credit	7	
6. Competency	<p>6.1 Have knowledge of contingency plan</p> <p>6.2 Evaluate plan through testing</p> <p>6.3 Conduct training and exercise to involved personnel</p> <p>6.4 Handle the notification of the contingency events</p>	<p><u>Performance Requirement</u></p> <p>Be able to understand thoroughly about the contingency plan and its appropriate procedures in various scenarios</p> <p>Be able to ensure the business continuity plan and disaster recovery plan are able to be carried out effectively through planned tests that involve the following activities</p> <ul style="list-style-type: none"> ▪ develop the objectives with a schedule detailing the time frames and participants ▪ select a worst-case incident or an incident most likely to occur for each test ▪ study each IT contingency plan element are addressed in the test such as system recovery on an alternate platform from back media, coordination among recovery teams, internal and external connectivity, system performance using alternate equipment, restoration of normal operations, notification operations ▪ develop the success criteria ▪ document lessons learned ▪ incorporate lessons learned into the plan <p>Be able to arrange the following two different formats of exercises to the appropriate personnel</p> <ul style="list-style-type: none"> ▪ classroom exercises for walking through the procedures without any actual recovery operations occurring ▪ functional exercises for requiring the event to be faked with simulations and war-gaming <p>Be able to provide training, in complementary to the above exercises, at least annually to newly recruited staffs with the following plan elements</p> <ul style="list-style-type: none"> ▪ purpose of the plan ▪ cross-team coordination and communication ▪ reporting procedures ▪ security requirements ▪ team-specific process ▪ individual responsibilities <p>Be able to ensure that notifications of contingency events to the specific personnel are effective</p> <ul style="list-style-type: none"> ▪ through a variety of methods including telephone, pager, electronic mail or cell phone ▪ in the event that the specific personnel cannot be contact, other procedures are to be followed

	6.5 Make professional damage assessment	Be able to ensure the Damage Assessment Team for carrying out the appropriate damage assessment procedures as defined in the contingency plan
	6.6 Activate the disaster recovery plan and provide professional supports	<p>Be able to</p> <ul style="list-style-type: none"> ▪ ensure the recovery plan is activated when the damage assessment indicates that one or more of the activation criteria for the system are met ▪ ensure that the sequence of recovery activities is carried out properly. The procedure should include instructions to deal with certain situations including <ul style="list-style-type: none"> ➤ an action is not completed within the expected time frame ➤ a key step has been completed ➤ items must be procured ➤ other system-specific concerns
	6.7 Carry out reconstitution steps after recovery	Be able to perform the normal operations are transferred back properly to the organization's facility after the system is restored and tested
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: <ul style="list-style-type: none"> (i) test a contingency plan is effective; (ii) train staff to carry out the pre-set contingency plan properly; (iii) make accurate assessment to activate the contingency plan; and (iv) ensure the system is transitioned back to normal after disaster recovery has been completed. 	
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