

Specification of Competency Standards of the Insurance Industry

**Unit of Competency**

**Functional Area: Operational Support & Services**

Title	Develop computerized systems to support business functions
Code	105602L5
Range	This unit of competency is applicable to those who are responsible for developing computerized systems. It involves analyzing technological needs of business units, developing system development objectives, determining whether to upgrade or develop new systems, developing the systems, and reviewing the ability of the system to fulfill the prescribed objectives.
Level	5
Credit	4 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess knowledge in information technology management <ul style="list-style-type: none"> <li>• Comprehend corporate development strategy</li> <li>• Fully aware of relevant regulatory requirements on insurers</li> <li>• Alert to trends and developments in information technology</li> </ul> </li> <li>2(a). Analyze technologic needs of business units <ul style="list-style-type: none"> <li>• Work with business units to identify the technological needs to support day-to-day operations as well as future developments</li> <li>• Work with different levels of users to understand the daily workflow in business units, e.g. claims processing</li> <li>• Consult users to learn about the optimal technology-enabled workflow</li> <li>• Analyze operating contexts of business units</li> <li>• Evaluate the ability of current technology applications to fulfill the identified needs</li> <li>• Establish system development objectives</li> </ul> </li> <li>2(b). Develop computerized systems <ul style="list-style-type: none"> <li>• Analyze the costs and benefits to upgrade existing systems or develop new systems</li> <li>• Establish consensus with relevant business units on the decision to upgrade existing systems or develop new systems</li> <li>• Construct system development plan</li> <li>• Form cross-functional teams to steer the development of the systems</li> <li>• Work with internal staff or external vendor to develop the systems</li> <li>• Carry out user requirement analysis, development, and testing as appropriate during the system development process</li> <li>• Provide training to users on using the systems</li> </ul> </li> <li>2(c). Review effectiveness of the upgraded/new systems <ul style="list-style-type: none"> <li>• Work with relevant units to evaluate the ability of the developed systems to fulfill the prescribed objectives</li> <li>• Provide support to tackle the challenges.</li> </ul> </li> <li>3. Develop computerized systems that effectively support corporate development <ul style="list-style-type: none"> <li>• Develop computerized systems that support efficient day-to-day operations and future developments</li> <li>• Ensure upgraded or new systems are developed in a cost-effective and professional manner</li> <li>• Ensure business units are able to leverage the benefits of the developed systems.</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Able to identify and analyze the technological requirements to support day-to-day operations and future developments of the company</li> <li>• Able to analyze the costs and benefits to upgrade existing systems or develop new systems</li> <li>• Able to develop computerized systems.</li> </ul>
Remark	This unit of competency is also applicable to general insurers, life insurers and broker.