

**Specification of Competency Standards**  
**for the Property Management Industry**  
**Unit of Competency**

Functional Area - Facility Management relating to a Property

Title	Manage the application and update on information technology and manage the smart facilities
Code	110547L4
Range	Management of information technology and smart facilities, applicable to management of the application and updating of information technology and management of smart facilities
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand information technology and smart facilities</p> <ul style="list-style-type: none"> <li>• Thoroughly understand the application and updating of information technology, and other related systems for management of buildings and facilities</li> <li>• Thoroughly understand the methods to collect and consolidate data generated from information technology systems or smart facilities</li> </ul> <p>2. Execute management of information technology and smart facilities</p> <ul style="list-style-type: none"> <li>• Be able to manage the application of information technology systems in buildings and facilities, such as building facilities automatic management systems, security systems, material or procurement systems, building information modelling, building websites, building applications for customers, customer relationship management systems, point of sales systems, or other related systems</li> <li>• Be able to contact relevant departments or contractors to follow up the repair or maintenance and update of relevant systems to prevent risks, such as system failure or data Leakage, etc.</li> </ul> <p>3. Collect and consolidate information</p> <ul style="list-style-type: none"> <li>• Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, such as the frequency and cause of facility failures, the cause and frequency of customer complaints, etc., as well as collect user opinions, consolidate reports and make suggestions for improvement</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Be able to understand thoroughly the application and updating of the information technology system for management of buildings and facilities, and the methods to collect and consolidate information and data;</li> <li>• Be able to manage the application and updating of the information technology systems or other related systems for management of buildings and facilities, be able to contact relevant departments or contractors to follow up on the repair or maintenance and update of the system, and prevent system failures or data leakage; and</li> <li>• Be able to collect and consolidate information or data generated by information technology system or smart facility management systems, consolidate reports and make recommendations for improvement.</li> </ul>
Remark	