

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Information Technology

Title	Deliver database operations services
Code	100536L4
Range	Operate and administer the database according to a set of work instructions, procedures and service requests in the context of providing database operations and administrative services for an organisation or for a client
Level	4
Credit	14 (for reference only)
Competency	<p>Performance Requirements</p> <p>6.1 Understand the work instructions, procedures and service requests for the operation and administration of databases</p> <p>Be able to</p> <ul style="list-style-type: none"> • comprehend the instructions, procedures and service requests specified for the operation and administration of databases • understand the performance requirements set out in the service level agreement, if any, of the organisation • seek clarification from relevant people where necessary <p>6.2 Follow the work instructions and procedures in the operation and administration of databases, and in fulfilling service requests</p> <p>Be able to</p> <ul style="list-style-type: none"> • carry out the database's operating and administrative activities in accordance to the work instructions and procedures specified • carry out the activities necessary to fulfil service requests in accordance to the specified work instructions and procedures specified • operate, monitor and provide system statistics on database availability and performance • report to supervisors of any problems and exceptional situations during the execution of these activities <p>6.3 Perform the operating and administrative activities of databases with a high degree of effectiveness and efficiency</p> <p>Be able to</p> <ul style="list-style-type: none"> • carry out the database operating and administrative activities in the most effective and efficient manner, meeting or exceeding the service level agreement, if any, of the organisation • fulfil the service requests in the most effective and efficient manner • report problems and exceptional situations without delay
Assessment Criteria	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> • (i)provide database operational and administrative services with pre-defined procedures and automated systems to enable operations of the database environment as per service level agreement (SLA) requirements; and • (ii)fulfil service requests of the database to the satisfaction of the requestors.
Remark	

Extract from the Unit of Competency of Specification of Competency Standards for the Information and Communications Technology Industry