Unit of Competency

Functional Area: Information Technology

Title	Deploy information technology equipment/systems for retail operations
Code	105100L4
Range	This unit of competency (UoC) is applicable to staff responsible for information technology support in the retail industry. It requires specialized techniques and methods. It covers the abilities to formulate plans for the deployment, installation, disposition and testing of information technology equipment/systems at the operation sites in accordance with the organization's operation strategies and needs in order to enhance work efficiency and promote business.
Level	4
Credit	3 (for reference only)

Competency	Performance Requirements
	1. Knowledge of deploying information technology equipment/systems
	• Understand the organization's policies, procedures and requirements for deploying information technology equipment/systems for retail operations
	• Understand the purpose and importance of formulating a perfect plan for the deployment of information technology equipment/systems for retail operations
	• Understand the necessary procedures of installing information technology equipment/systems, including:
	  • Pre-test
	  • Installation of equipment
	  • System settings
	  • Testing facilities/systems
	• Master various kinds of methods and skills for testing information technology equipment/systems
	• Master different causes of failure of information technology equipment/systems and trouble-shooting skills
	• Understand methods of managing information technology projects
	• Understand the importance of good communication skills (technicians and users) and quality service to perfect the installation plan of information technology equipment/systems
	2. Deploy information technology equipment/systems for retail operations
	• Explain details of the deployment of information technology equipment/systems to the responsible person and related workers at the operation site, including:
	  • Types of information technology equipment/systems, their functions and characteristics, etc.
	  • Location of installation
	  • Work schedule
	  • Corresponding actions to be taken by business units
	• Formulate the detailed plan and procedures for the deployment of information technology equipment/systems according to the organization's operation strategies and needs, e.g.:
	  • Selecting appropriate facilities/systems
	  • Points to note in purchasing facilities/systems
	  • Installation priorities
	  • Disposition details
	  • Testing plans, etc.
	• Accurately assess and purchase information technology equipment/systems that fulfil the organization's operation needs, of high stability, and are easy to operate in order to ensure a normal business operation
	• Correctly install information technology equipment/systems and the required operation settings according to manufacturers' installation guidelines
	• Perform testing after completion of installation, including:
	  • Testing the functions of related facilities/systems to ensure that they fulfil the actual operation needs
	  • Performing an integration test to ensure that the operation of related facilities/systems will not have serious effect on other facilities/systems
	  • Performing a multi-point connection test to ensure accurate and correct network connection and data transmission
	• Provide timely training for various workers at the operation sites after completion of installation, and let them master the correct operation methods and procedures by means of good communication skills

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Competency	3. Exhibit professionalism • Ensure that the facilities/systems purchased conform to international standard and fulfil the business needs of the organization • Install information technology equipment/systems in accordance with the established procedures in a rigorous work manner • Ensure that the related facilities/systems fulfil the actual requirements of the operating unit and regularly provide them with the latest information
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Formulate a detailed plan and work flow for the deployment of information technology equipment/systems to ensure that the related facilities/systems can be properly installed according to schedule without affecting the daily operation; and • Correctly install, set up and test related information technology equipment/systems in accordance with the established operation standard of the organization and manufacturer.
Remark	