Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Information Technology

Title	Deliver the database operations services
Code	111409L4
Range	This unit of competency (UoC) is applicable to staff responsible for database maintenance in the retail industry. Practitioners have the ability to operate and administer the database according to work instructions, procedures and service requests in the context of providing database operations services for an organisation or for a client.
Level	4
Credit	14 （For Reference Only）

Competency	Performance Requirements
	1. Understand the work instructions, procedures and service requests for the operation and administration of databases and be able to:
	
	• Comprehend the instructions, procedures and service requests specified for the operation and administration of databases
	• Understand the set out in the service level agreement, if any, of the organisation
	• Seek clarification from relevant people where necessary
	
	2. Deliver the database operations services
	
	• Follow the work instructions and procedures in the operation and administration of databases, and in fulfilling service requests to
	   ○ 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
	
	3. Exhibit professionalism
	
	• 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

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • 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 • Fulfil service requests of the database to the satisfaction of the requestors.
Remark	This UoC is adopted from 100536L4