Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Information Technology

Title	Establish and maintain system support services process
Code	111418L5
Range	This unit of competency (UoC) is applicable to staff responsible for information technology support in the retail industry. Practitioners have the ability to define, design, establish, develop and review the system support services process on servicing items related to system support services, and provide support resources with appropriate skills for servicing the related items in the context of providing system support services for an organisation.
Level	5
Credit	8 （For Reference Only）
Competency	Performance Requirements 1. Have good technical knowledge of the system support services of the industry • Understand the support activities in system support services functions • Communicate the impacts of system support services functions to other technical support team members • Know the major activities in system support services and the resources required • Outline the major activities in system support services • Identify the resources required in each of these major activities in system support services 2. Establish and maintain system support services process • Define, design and develop the process for system support services • Define, design and develop the process for servicing items related to system support services with technical advice based on operations and infrastructure knowledge • Review the process for system support services • Analyse the defined system support services process for its effectiveness and efficiency at regular intervals • Identify key factors that are crucial to the effectiveness and efficiency of the defined system support services process • Review the defined system support services and recommend new process for future improvements, if necessary • Provide support resources with appropriate skills for the provision of system support services • Be able to identify and allocate the with appropriate skills for the resources required (including the appropriate skills) in each of these major activities in the defined system support services process according to the organisation's guidelines 3. Exhibit professionalism • Define, design, establish, develop and review the system support services process of an organisation based on industry best practices and standards as well as local and international standards, and • Comply with organisation's guidelines as well as any (local and international) laws and regulatory requirements\
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Establish effective and efficient system support services process to satisfy the evolving demands of the business in a timely manner;

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- Review, evaluate and improve the system support services process based on recommendations made during previous executions of the process; and
- Provide sufficient resources with appropriate skills in the provision of system support services.

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Examples of items related to server support services include, but are not limited to, the following:

- Software and hardware components (e.g. server, network, voice, and video);
- Configuration items for version control via an application asset management (e.g. application related documents (e.g. system / design / programme specifications, codes and operation documentations)); and
- Items related to system management services such as the following:
  - System Monitoring and tuning;
  - Service level measurement and reporting;
  - Software packaging and software distribution;
  - Configuration Management;
  - User administration and access control;
  - Directory services support;
  - Storage allocation and access control;
  - Data backup and recovery;
  - Remote Control;
  - Inventory Scan; and
  - Security Control such as Virus Scan and removal.

This UoC is adopted from 100546L5

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