

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Information technology application and support

Title	Set up IT networks and support systems
Code	110732L5
Range	This unit of competency involves system planning, analysis and design abilities. Practitioners should be able to master the IT network and support system required for the company's daily operations and plan the installation of appropriate equipment to facilitate business development.
Level	5
Credit	5 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the knowledge of the IT network and support system requirements for the company's daily operations</p> <ul style="list-style-type: none"> • Master the knowledge of the company's business scope, operational strategy and objectives, as well as business development plan and direction • Understand the financial and administrative procedures of the company • Collect data on the IT networks and support systems for the company's daily operations, including the infrastructure and supporting facilities, equipment type, technology and function <ul style="list-style-type: none"> ○ The point-of-sale operation system, commonly used hardware and software types, features and functions, including tourism product searches and the purchase process, etc. ○ The Internet and networking systems, including broadband, websites, wireless access points, intranets and extranets, etc. ○ The retail sales security system, such as closed-circuit television (CCTV) ○ The network security system ○ The common formats, hardware and software types, features and functions of the company's website • Master the IT project management skills and knowledge for assessing fraud and trading risks <p>2. Establish appropriate IT networks and support systems</p> <ul style="list-style-type: none"> • Analyse the company's daily operational needs and establish appropriate IT networks and support systems, including <ul style="list-style-type: none"> ○ Requirements for equipment type and quality ○ Network service providers ○ Requirements of system functions and application scope ○ Hours of use, number of users and relevant departments ○ Financial budget • Assess how changes in new IT networks and support systems will impact existing operations, including: <ul style="list-style-type: none"> ○ The company's business development ○ IT-related legislation and codes compliance ○ Financial budget • Formulate a comprehensive improvement plan for the IT network and support system, and report it to management in an accurate and timely manner to facilitate the company's business development <p>3. Demonstrate professional skills and attitude</p> <ul style="list-style-type: none"> • Maintain a professional attitude while ensuring that proposed IT networks and support systems will meet the company's actual needs

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	<ul style="list-style-type: none">• Ensure that IT networks and support systems to be used will comply with legislative requirements, such as international software application ordinances, etc.
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none">• Analyse the company's daily operational needs and establish appropriate IT networks and support systems; and• Formulate a comprehensive improvement plan for the IT network and support system and report it to management in an accurate and timely manner to facilitate the company's business development
Remark	