

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Information technology application and support

Title	Use IT systems to perform operation management
Code	110740L3
Range	This unit of competency involves IT skills and data integration abilities. Practitioners should be able to use IT systems to manage the company's business processes in line with the company's development goals and regulations.
Level	3
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of applying IT systems to the company's daily operations <ul style="list-style-type: none"> • Understand the customer service systems • Understand the management system of tourism products • Understand the financial and accounting management systems • Understand the personnel and payroll management systems • Understand the company's Intranet and internal communication systems • Understand the management systems of service providers 2. Apply IT systems to the company's operation and management <ul style="list-style-type: none"> • Understand the company's business and financial status, and integrate IT system operational data to recommend directions for development • Collect views about IT systems from various departments, and provide suggestions for improvement • Collect data on the outsourcing system's performance and set a timetable for system improvement • Reserve space to develop IT systems for future integration with other new systems 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Ensure that the IT systems operate in strict compliance with business laws and regulations • Ensure that the security settings of each system meet the requirements of the company and laws
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Integrate IT systems into the company's operation management and understand the interconnections of the systems; and • Ensure that the security settings of each system meet the requirements of the company and all relevant laws
Remark	