Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Information technology application and support

Title	Develop outsourcing policies for IT systems
Code	110752L5
Range	This unit of competency involves IT skills, and assessment and planning abilities. Practitioners should be able to understand the service requirements, scope and standards for IT system contractors of the company and formulate appropriate outsourcing policies.
Level	5
Credit	4 （For Reference Only）
Competency	Performance Requirements 1. Master service requirements, scope and standards for IT system subcontractors of the company - Understand the company's goals and requirements - Understand the importance of close coordination with subcontractors to maximize returns for the company as a whole - Understand the pros and cons of outsourcing services to the travel industry - Understand the criteria for selecting an outsourcing company - Understand the management standards of the outsourcing company and make contact with employees 2. Develop outsourcing policies for IT systems - Develop criteria for selecting an outsourcing company - Develop the service scope and standard requirements for outsourcing companies according to the company's IT system requirements - Develop clear guidelines for managing subcontractors, including penalty procedures, etc. - Train staff to understand the service scope and standards of the subcontractors, so as to monitor their performance - Regularly communicate with outsourcing companies to keep abreast of their latest progress and services 3. Demonstrate professional skills and attitude - Balance the company's interests with those of the outsourcing company and the client - Ensure that selected outsourcing companies are stable
Assessment Criteria	The integrated outcome requirement(s) of this unit of competency is/are: - Understand the service requirements, scope and standards for IT system contractors of the company; and - Develop outsourcing policies for IT systems
Remark	