

**Unit of Competency**

**Functional Area: Operational Management**

Title	Apply Information Management
Code	104892L4
Range	This unit of competency (UoC) is applicable in timepiece companies. It covers the abilities to Master the latest information technology data of the watch and clock industry, accurately assess the needs of the organization and use suitable information management system for effective management, and better economic performance and sales and service quality.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Understand information management knowledge relevant to the watch and clock industry <ul style="list-style-type: none"> <li>• Possess the knowledge of the latest and commonly-used information technology systems of the industry, such as: <ul style="list-style-type: none"> <li>• E-commerce system</li> <li>• Customer relation management system</li> <li>• Application of software relevant to the watch and clock industry</li> </ul> </li> <li>• Understand the applications and strengths of relevant information technology management system</li> <li>• Understand the basic composition and accessories of relevant information technology management system, including: <ul style="list-style-type: none"> <li>• Software</li> <li>• Hardware</li> </ul> </li> <li>• Understand the operation of relevant information technology management system</li> <li>• Understand the importance of information management system to the organization</li> <li>• Understand the importance of information security management to the operation of the organization</li> <li>• Understand the security risks brought by the information management system and their consequences, such as: <ul style="list-style-type: none"> <li>• Financial losses</li> <li>• Legal liabilities</li> <li>• Customer loss</li> <li>• Damage to business reputation</li> </ul> </li> <li>• Understand the information security management cycle, including: <ul style="list-style-type: none"> <li>• Assess information security risks</li> <li>• Implement and maintain a sound and stable security framework</li> <li>• Monitor and record routine check and make improvements</li> <li>• Manage user authority</li> </ul> </li> </ul> </li> <li>2. Use information management system <ul style="list-style-type: none"> <li>• Fully master the most common information management system for the industry; select and use suitable information management system according to the overall operation, resources and business needs of the organization for better economic performance, sales and service quality, customer relation management, etc., so as to meet the market need and the future development of the organization</li> <li>• Implement information security management to protect the benefits of the organization and customers</li> <li>• Maintain substantial and good communication with the software suppliers to ensure that the information management system of the organization operates properly and keeps abreast of the time</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Keep abreast of the latest ordinances on information, privacy and information security to ensure that all information provided do not violate related regulations</li> <li>• Provide customers with useful information on the right of privacy and information security to help them prevent identity theft</li> </ul> </li> </ol>

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"><li>• Master the latest and most common information technology data and system for the watch and clock industry; and</li><li>• Analyze factors such as business policy and financial status of the organization, market environment, etc. in order to select and use suitable information management system, and implement information security management to enhance work efficiency, and improve customer relation management and sales and service quality so as to enhance the competitiveness of the organization.</li></ul>
Remark	