

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 6. Technology Management
(Key Function – 6.4 IT Operations and Support)

Title	Formulate policies in IT operations and support services
Code	109385L6
Range	Design, development, evaluation and review of the IT operations and support policies, procedures, and service level within the bank or for clients. This applies to policies related to both IT systems and financial technology systems.
Level	6
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> Comprehend the knowledge in IT operations, support, and administration functions and apply it to identify the processes and tasks required in IT operations and support services; Understand the needs of business and operations units and based on that to identify the requirements of different users, stakeholders, and other operations partners. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> Specify the processes and tasks necessary for IT operations and support services, in accordance with standard guidelines and policies of the bank; Forecast capacity and usage trends of technology services and ensure services can scale up to manage business volume and requirements; Design and develop the IT operations and support policies of the bank, based on the task and process in the bank's operation, taking into consideration of stakeholders and users' requirements; Establish the policies and obtain endorsement from stakeholders where appropriate. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> Monitor and review the performance of the IT operations and support services according to industry standard; Proactively enhance each IT operations and support processes on an on-going basis to improve performances; Collect and review feedback from users and stakeholders regularly to ensure the IT operation and support service level is continuously meeting the bank's business and operations mission.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> Design, development, evaluation and review of the IT operations and support policies, procedures, and service level that support the banks' business and operations missions.
Remark	