

1. Title	Deliver the database operations services
2. Code	100536L4
3. Range	Operate and administer the database according to a set of work instructions, procedures and service requests in the context of providing database operations services for an organisation or for a client
4. Level	4
5. Credit	14 (for reference only)
6. Competency	<p>Performance Requirement</p> <p>6.1 Understand the work instructions, procedures and service requests for the operation and administration of databases Be able to</p> <ul style="list-style-type: none"> ◆ comprehend the instructions, procedures and service requests specified for the operation and administration of databases ◆ Understand the performance requirements set out in the service level agreement, if any, of the organisation ◆ seek clarification from relevant people where necessary <p>6.2 Follow the work instructions and procedures in the operation and administration of databases, and in fulfilling service requests Be able to</p> <ul style="list-style-type: none"> ◆ carry out the database's operating and administrative activities in accordance to the work instructions and procedures specified ◆ carry out the activities necessary to fulfil service requests in accordance to the specified work instructions and procedures specified ◆ operate, monitor and provide system statistics on database availability and performance ◆ report to supervisors of any problems and exceptional situations during the execution of these activities <p>6.3 Perform the operating and administrative activities of databases with a high degree of effectiveness and efficiency Be able to</p> <ul style="list-style-type: none"> ◆ carry out the database operating and administrative activities in the most effective and efficient manner, meeting or exceeding the service level agreement, if any, of the organisation ◆ Fulfil the service requests in the most effective and efficient manner ◆ report problems and exceptional situations without delay
7. Assessment Criteria	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <p>i. provide database operational and administrative services with pre-defined procedures and automated systems to enable operations of the database environment as per service level agreement (SLA) requirements; and</p> <p>ii. fulfil service requests of the database to the satisfaction of the requestors.</p>
Remark	