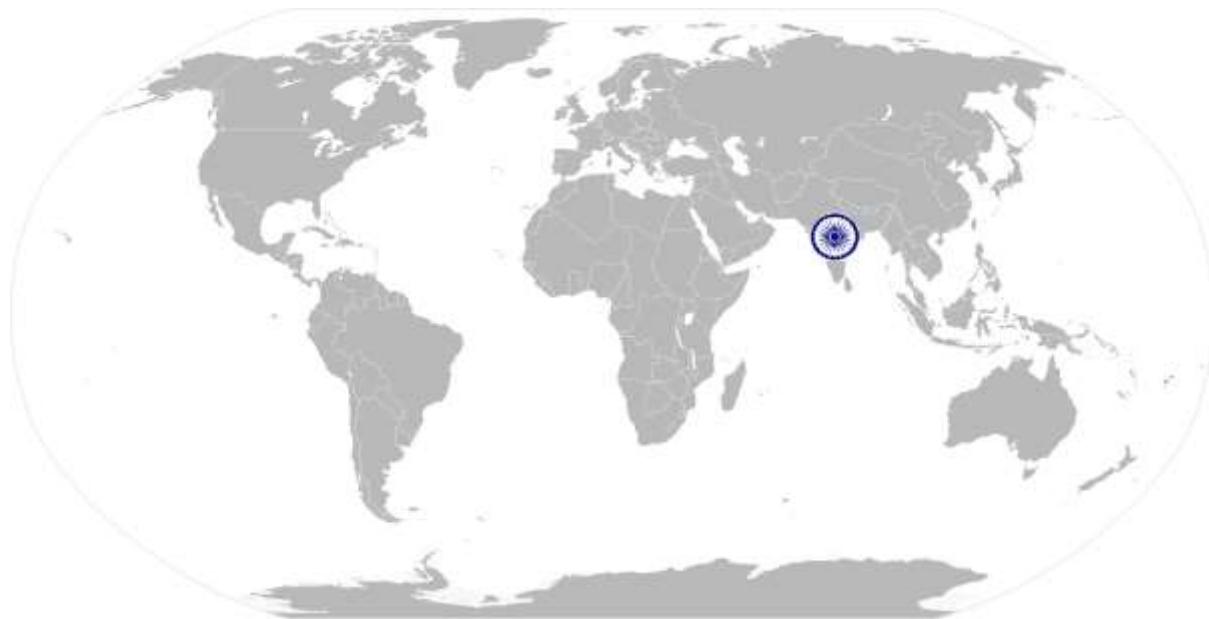




SSC/ N 0201 Contribute to the support and maintenance of software applications

National Occupational Standard



Overview

This unit is about contributing to the support and maintenance of software applications. It involves identifying issues/change requests, identifying immediate solutions/workarounds and contributing to the design, development, testing, documentation and implementation of solutions/changes.



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Applicable OS Unit	SSC / O 0201
Unit Code	SSC / O 0201
Unit Title (Task)	Contribute to the support and maintenance of software applications
Description	<p>This unit is about contributing to the support and maintenance of software applications. It involves identifying issues/change requests, identifying immediate solutions/workarounds and contributing to the design, development, testing, documentation and implementation of solutions/changes.</p> <p>You are only expected to contribute to the maintenance of software applications within your level of competence and authority. Where you are authorized to design, develop, test, document or implement solutions/changes you are expected to work to the occupational standards covering these tasks.</p>
Scope	<p>This unit/task covers the following:</p> <p>Issues:</p> <ul style="list-style-type: none"> • bugs • enhancements <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • software development team • subject matter experts <p>Changes to:</p> <ul style="list-style-type: none"> • code • environment • configuration <p>Testing:</p> <ul style="list-style-type: none"> • unit testing • functionality testing 
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. monitor systems to identify promptly automated alerts and customer change requests</p> <p>PC2. analyze alerts to accurately identify issues</p> <p>PC3. record and acknowledge issues and change requests using relevant tools and procedures</p> <p>PC4. access your organization's knowledge base to identify any immediate solutions/workarounds</p> <p>PC5. evaluate the suitability of solutions/workarounds, where available</p> <p>PC6. evaluate new design solutions where immediate solutions/workarounds are not available</p>



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	<ul style="list-style-type: none"> PC7. agree immediate solutions/workarounds or new design solutions with appropriate people PC8. make agreed changes to address issues where these are within your level of competence and authority PC9. carry out testing on the changes where these are within your level of competence and authority PC10. refer changes outside your level of competence and authority to appropriate people PC11. produce documentation, deployment scripts and release notes using standard templates and tools PC12. obtain approval from appropriate people to implement immediate solutions/ workarounds and changes PC13. co-ordinate the implementation of immediate solutions/workarounds and changes in line with your organization's standards and guidelines PC14. obtain advice and guidance from appropriate people, where necessary PC15. recommend to appropriate people any ways in which support and maintenance procedures can be improved PC16. update your organization's knowledge base with the changes PC17. comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when contributing to the maintenance of software applications
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Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <ul style="list-style-type: none"> KA1. your organization's policies, procedures, guidelines and coding standards for the maintenance of software applications KA2. the importance of using specific client agreements, SLAs and management plans when working with customers KA3. different IT applications and the environments in which they are used KA4. limits of your role and responsibilities in relation to maintaining software applications KA5. who to refer problems to when they cannot be resolved KA6. basic operation of ticketing tools , incident tickets, automated system alerts and change requests KA7. the basics of Information Technology Infrastructure Library (ITIL) which apply to service desk and incident management KA8. who to involve when contributing to software maintenance and development KA9. methods and techniques used when working with others KA10. methods, procedures and guidelines for evaluating, testing and implementing changes to software
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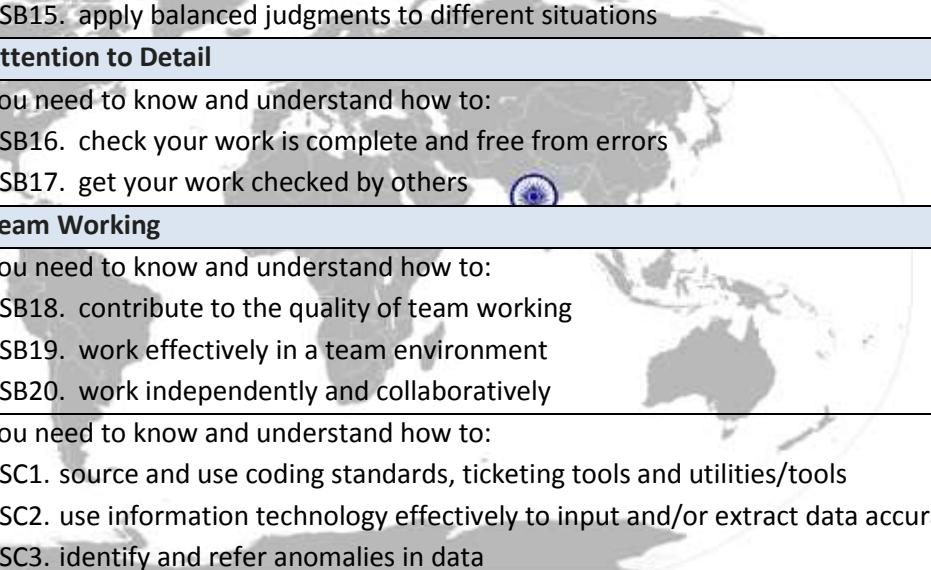
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	<ul style="list-style-type: none"> KA11. the range of standard tools and templates and how to use them KA12. your organization's knowledge base and how to use and update it KA13. the importance of working in different shifts to meet customer requirements
B. Technical Knowledge	<p>You need to know and understand:</p> <ul style="list-style-type: none"> KB1. relevant product reference guides or support materials and how to access them KB2. methods and techniques to identify and evaluate workarounds or new solutions KB3. how to develop documentation, deployment scripts and release notes KB4. configuration management and version control techniques for software maintenance/changes KB5. procedures, practices and tools for developing, testing and applying changes to software
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <ul style="list-style-type: none"> SA1. complete accurate well written work with attention to detail SA2. communicate with others in writing <p>Reading Skills</p> <p>You need to know and understand how to:</p> <ul style="list-style-type: none"> SA3. follow guidelines/procedures/rules and service level agreements <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <ul style="list-style-type: none"> SA4. listen effectively and orally communicate information accurately SA5. ask for clarification and advice from others
B. Professional Skills	<p>Decision Making</p> <p>You need to know and understand how to:</p> <ul style="list-style-type: none"> SB1. follow rule-based decision-making processes SB2. identify anomalies in data SB3. make decisions on suitable courses of action or responses <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <ul style="list-style-type: none"> SB4. plan and organize your work to achieve targets and deadlines <p>Customer Centricity</p> <p>You need to know and understand how to:</p> <ul style="list-style-type: none"> SB5. carry out rule-based transactions in line with customer-specific guidelines/procedures/rules and service level agreements SB6. work effectively in a customer facing environment SB7. check your own and/or your peers work meets customer requirements



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	Problem Solving
	You need to know and understand how to: SB8. refer anomalies to the supervisor SB9. apply problem-solving approaches in different situations SB10. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to: SB11. analyze data and activities SB12. configure data and disseminate relevant information to others SB13. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to: SB14. provide opinions on work in a detailed and constructive way SB15. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB16. check your work is complete and free from errors SB17. get your work checked by others
	Team Working
	You need to know and understand how to: SB18. contribute to the quality of team working SB19. work effectively in a team environment SB20. work independently and collaboratively
	C. Technical Skills
	You need to know and understand how to: SC1. source and use coding standards, ticketing tools and utilities/tools SC2. use information technology effectively to input and/or extract data accurately SC3. identify and refer anomalies in data SC4. store and retrieve information SC5. agree objectives and work requirements SC6. learn and adapt new technologies SC7. keep up to date with changes, procedures and practices in your field of expertise



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NOS Version Control

NOS Code		SSC / O 0201	
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	0.1
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
		Next review date	31/03/2019

