Functional Area: Network Infrastructure & Operation (Planning & Design)

1.	Title	Develop a business case
2.	Code	ITCSNO502A
3.	Range	This UOC applies to develop business cases for telecommunication related projects. Projects may be customer level, departmental or organisational.
4.	Level	5
5.	Credit	4
6.	Competency	<table><tr><td colspan="2">Performance Requirement</td></tr><tr><td>6.1 Possess the knowledge in the subject area</td><td> - In tune with current and emerging technologies and its applications - Possess extensive knowledge of network architecture and network technologies - Critically understand the upgraded network features and/or new network requirement specification and design specification - Critically knowledgeable of the telecom business and stakeholders (internal or external clients) needs, requirements and objectives - Experienced with financial and accounting management techniques. - Experienced with formulating business cases and capable of applying cost and benefit analysis techniques - Experienced with risk management, planning and business needs in network deployment - Experience with project management methodologies and proficient in using standard tools </td></tr><tr><td>6.2 Develop a business case</td><td>Be able to: - Lead a team to identify all the factors why there is a need for the project including requirements and its objectives, and how it is linked to business plans and missions of the organisation - Formulate a project plan including monitoring and assessment methods that can determine project success or failure - Identify the costs and benefits (tangible and intangible). The cost of project includes CAPEX and OPEX. Quantify benefits, in dollar value, where possible showing calculation of ROI (Return of Investment) - Identify the risks associated with the project, which should include what if project is not approved, effects of project delay, etc. - Manage the documentation process which should follow the organisation's standard format. Present the business case with recommendation to stakeholders </td></tr><tr><td>6.3 Exhibit professionalism</td><td> - Always look after the organisation's interests - Follow the organisation's standard formats in creating a business case - Always take into consideration and strike a proper balance among all related technological, political, social, environmental and legal factors </td></tr></table>
7.	Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. work with colleagues and use various communication skills to understand and acquire business requirements ii. quantify and translate business requirements into monetary values so that they can be presented visually to stakeholders iii. create appropriate business case documents so that the case can be presented for approval, inclusive cost and benefits as well as risks iv. prepare and present the business case effectively to facilitate the decision making
	Remark	