

Functional Area: Product & Service Life Cycle (Operation / Support)

1. Title	Products / services installation and configuration	
2. Code	ITCSPL203A	
3. Range	This UoC applies to all tasks and actions related to the actual product / service installation and configuration. This is the fundamental yet very important step before actual delivery of the product / service to customers.	
4. Level	2	
5. Credit	2	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Products / services installation and configuration</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Understand that proper installation and configuration are the foundations for proper and perpetual operation of the product / service in concern ● Understand that any errors at this stage will result in harmful and prolonged effects to both the customers and the company ● Understand that product / service installation and configuration are not generic tasks and should be tailored according to different customers' request, environment, terms of service etc ● Understand the necessity for arranging skillful employees to perform the actual installation and configuration, which may imply necessary beforehand training ● Be aware of the time to time product / service malfunction or outage and the necessity for re-installation or re-configuration <p>Be able to:</p> <ul style="list-style-type: none"> ● Carry out the installation of product / service for the customers and further perform the tuning / configuration tasks in case of necessity, or on demand ● Complete the installation steps on time and ensure the product / service can function properly according to the agreed level of services with customers ● Carefully cater for all possible malfunctioning or service outage during the installation stage, implement precaution measures such that the longest mean time between failure (MTBF) can be achieved ● In case if the installation / configuration task is outsourced, take effective monitoring and administrative measures to ensure that outsourcers will complete the job in exactly the same manner as own employees ● In case if the customers are to perform self installation or configuration, make sure there are clear and unambiguous instructions or guidelines for them ● Utilise proper channels to provide immediate assistance / clarification for personnel involved in the product installation / configuration, such as internal or customer hotlines ● Follow established logging systems to record the installation / configuration steps for later reviewing or repairing purpose, especially for the configuration portion which may involves the setting and switching of many different figures ● Follow established communication channel for personnel involved in this task, for reporting their progress, problems, etc

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all personnel involved will contribute their greatest effort to complete the installation / configuration steps, and record the tasks performed accurately and honestly ● Always work with full capacity and ability to ensure successful completion of the actual product / service installation and configuration
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. successfully complete the product / service installation and configuration on time ii. ensure the quality of the above task which are measurable by subsequent number of failure reporting or requests for help
Remark	