

**Functional Area: Product & Service Life Cycle (Products / Services Maintenance)**

1. Title	Prepare and execute the contingency plan
2. Code	ITCSPL207A
3. Range	This UoC applies to all preparation, arrangement and actual execution of pre-established contingency plans during the product / service installation or un-installation process. This step may need to be performed in an ad hoc manner and with undefined timeframe.
4. Level	2
5. Credit	3
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> <li>● Understand the necessity of setting up a contingency plan in advance to cater for problems in any processing step, including the product component installation / un-installation phase</li> <li>● Understand the importance in timely execution of a contingency plan in order to eliminate / reduce the harmful effects due to abnormal situations</li> <li>● Understand the nature of a contingency plan is for immediate rectification, whereas long term problem solving needed to be planned and implemented separately</li> <li>● Understand that successful contingency execution highly relies on employees' knowledge, judgment, skill / craftsmanship etc, and training is the best way to guarantee these features</li> <li>● Be aware of the high correlation between contingency plan execution and customer satisfaction, which in term can has significant impact to the company</li> </ul> <p>6.2 Prepare and execute the contingency plan</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Setup in advance clear and unambiguous guidelines indicating circumstances and situations to trigger execution of contingency plans</li> <li>● Prepare in advance a set of contingency plans to cater for problems occur in major processing steps, including the product / service maintenance phase</li> <li>● Carry out the tasks within the contingency plan</li> <li>● In case outsourcers are involved in contingency plan preparation and execution, take all possible steps to ensure outsourcers will act in the same manner as own company employees</li> <li>● Follow established reporting channel whenever any contingency plan has been triggered and executed, not only for documentation but also serves as important references for subsequent review</li> <li>● Evaluate effectiveness of contingency plans execution and make the necessary amendments</li> <li>● Report those exception situations to management, for their subsequent consideration and instructions</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Always ensure all related staff members contribute their greatest effort in the triggering and execution of contingency plans</li> <li>● Always consider the interests of customers while handling any contingency plans related issues</li> </ul>
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ol style="list-style-type: none"> <li>i. successfully prepare a contingency plan or steps to deal with unexpected or exceptional situations during product installation or un-installation</li> <li>ii. successfully handle and settle the contingency case in a timely and appropriate manner</li> </ol>
Remark	