

**Functional Area: Product & Service Life Cycle (Retire)**

1. Title	Carry out products / services decommission	
2. Code	ITCSPL210A	
3. Range	This UoC applies to all procedures and working steps related to the actual performance of products / services decommissioning procedures. This step determines whether there is an orderly retreat of the particular product / service in concern with minimal impact to the organisation.	
4. Level	2	
5. Credit	1	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Carry out products / services decommission</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> <li>● Understand the necessity in smooth carrying out of the decommissioning procedures as the last step in the entire product / service development life cycle</li> <li>● Understand the necessity in establishing the same level quality requirements for the actual product / service decommissioning as any other steps in the product / service life cycle</li> <li>● Understand the importance in maintaining customer satisfaction and relationship while carrying out product / service decommissioning</li> <li>● Understand the huge potential loss that may incur for mistakes made during product / service decommissioning</li> <li>● Be aware of the potential benefits derived from customer satisfaction / perception during old product / service decommissioning</li> </ul> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Take initiative to recommend decommissioning of old and purchasing of new products / services to customers well in advance, especially for those un-successful products</li> <li>● Ensure sufficient number of staff members with appropriate skill / quality to conduct the product / service decommission</li> <li>● Effectively communicate with customers such that the actual decommissioning is performed at the most suitable (and feasible) time and venue for them</li> <li>● Actually execute the product / service decommissioning, and ensure the tasks are completed on time with no wastage in resources consumption</li> <li>● Maintain contacts with customers even after products / services decommissioning to explore the opportunities of selling new products</li> <li>● In case of outsourcing the decommissioning procedures, take all necessary actions to ensure that outsourcers will carry out all tasks and handle customers as own staff members</li> <li>● Always ensure all related internal and external personnel contribute their greatest effort in carrying out the product / service decommissioning</li> <li>● Always strike a proper balance of interests between customers and the company as a whole, may also include outsourcers as well</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> <li>i. successfully carry out the product / service decommissioning with minimal resources consumption and mistakes</li> <li>ii. successfully maintain the satisfaction and loyalty of customers even after product decommissioning</li> </ol>	
Remark		