

**Functional Area: Product & Service Life Cycle (Product Strategy Formulation)**

1. Title	Incorporate new charging into existing billing system	
2. Code	ITCSPL302A	
3. Range	This UoC applies to the smooth inclusion of the new charging scheme to the existing billing structure of the company. The new charging mechanism must be able to function as planned while not producing any adverse effects to established charging arrangements. This is one of the final tasks in the overall return on investment management phase.	
4. Level	3	
5. Credit	2	
6. Competency	<p style="text-align: center;"><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 critical fact that any charging scheme must be compatible with the company's existing billing system for effective and smooth operation</li> <li>● Understand the important requirement of minimal disturbance to existing billing system at introduction of the charging operation for new products / services</li> <li>● Understand the benefits of fully utilising facilities provided by existing billing system such as the printing of demand notes and invoices, customer usage history, choice of payment methods, etc</li> <li>● Be aware of the jeopardy of overloading the existing billing system at introduction of new charging schemes and be able to react timely and appropriately</li> <li>● Be aware of the financial impact at introduction of new charging schemes to ensure positive overall return</li> </ul> <p>6.2 Incorporate new charging into existing billing system</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Perform all necessary preparation work and introduce charging schemes for new products / services to the existing billing system smoothly with minimal disturbance</li> <li>● Anticipate the potential increase in the scale of operation for the current billing system and perform required upgrading beforehand</li> <li>● Perform all necessary testing thoroughly to ensure the current billing system can handle all types and levels of charging arising from the new products / services</li> <li>● Observe operation of the billing system closely and be able to detect any special circumstances after incorporating the new charging schemes</li> <li>● Perform any necessary remedy actions in case of problems and ensure the earliest restoration to normal operation for the billing system</li> <li>● Undertake necessary actions to maintain continuous operation of the billing system, which is vital to the survival of the overall business</li> </ul>	

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Follow established policies in formulating and incorporating the new charging scheme</li> <li>● Work with full capacity and ability to ensure perfection and elimination of errors during the entire working process</li> <li>● Maintain a proper balance between the benefits of the company and customers at all time</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. seamlessly incorporate the new charging scheme into the existing billing and charging system</li> <li>ii. ensure minimal disturbance at introduction of the new charging scheme, including both short and long term effects</li> </ol>
Remark	