

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

1. Title	Monitor and collect the service levels for customers on a real-time basics and / or periodically	
2. Code	ITCSPL315A	
3. Range	This UoC applies to all procedures and tasks to monitor and collect the service level figures provided by the product / service in concern to customers. The measurements needed to be done on a real-time and recurrent basis for timely collection of information and immediate awareness of problems.	
4. Level	3	
5. Credit	2	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Monitor and collect the service levels for customers on a real-time basics and / or periodically</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Understand the strong necessity to collect and analyse own products' service levels to customers, for comparing against original targets and discovery of problems ● Understand the importance that performance monitoring and information collection must be done in a highly accurate and efficient manner ● Understand the availability of a wide range of measuring and monitoring tools and techniques, and all of them have their relative advantages and disadvantages, and different costs ● Understand the mandatory requirements for subsequent analysis and follow up actions after the required measurement figures have been solicited ● Be aware of the potential impacts to the products or even the company if the collected service level measurements deviate significantly from original expectations <p>Be able to:</p> <ul style="list-style-type: none"> ● Establish in advance an appropriate mix of monitoring and measuring tasks to obtain useful information about the related products' service levels to customers ● Carry out the monitoring and information collection tasks regarding the products' service levels to customers ● Take all appropriate arrangements such that all relevant figures can be measured and obtained on a real-time basis ● Ensure that all monitoring and measuring tasks are performed by skilful and well-trained employees, who fully understand their job nature and have acquired the necessary skill beforehand ● In case the measurement tasks are outsourced, take all necessary monitoring measures to ensure that outsourcers will perform up to the expectation as own employees ● In case customers are involved in the process such as phone in usage recording, take all necessary actions to smoothen and simplify the portions needed to be done by customers ● Take preventive measures to ensure that all monitoring and information collection can be done in a continuous manner and that backup platforms are available when required ● Perform data analysis in a timely manner for accurate understanding of the collected information / figures and report actual usage levels promptly

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all personnel involved in the monitoring and service level measurements will contribute their greatest effort at all time, and report the findings accurately and honestly ● Always work with full capacity and ability to ensure successful and timely completion of the service level measurement tasks, which at the same time are performed routinely and periodically
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. successfully carry out and complete the customer service level measurement in a timely and accurate manner ii. ensure a smooth and periodical cycling of the above measurement such that related information can be obtained real-time and continuously
Remark	