

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

1. Title	Collect data and generate reports on customer revenue	
2. Code	ITCSPL316A	
3. Range	This UoC applies to all actions and tasks relating to the collection of data and subsequent production of reports about customer revenue from our product / service in concern. This is one of the steps in the major task “Billing and Revenue Management”.	
4. Level	3	
5. Credit	3	
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"> ● Understand that customer billing is extremely important to the product / service and even the company, without which all activities cannot be financed ● Understand the deemed necessity to set up an effective and efficient customer billing system, whereas data collection and report generation are key components ● Understand the existence of a wide range of methods and techniques for data collection and reporting, each with its own relative advantages and disadvantages ● Understand that the choice of the above data collection and reporting methods depends on a certain number of criteria ● Be aware of the possible mistakes and / or frauds during this job task, which can have extensive and long term harmful effects to the product / service and company <p>6.2 Collect data and generate reports on customer revenue</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Design in advance the exact details on how to capture data regarding customer revenue, with elaborations on say what, how and depth of details ● Carry out the actual collection of data via pre-established channels, at pre-defined intervals accordingly ● Set up a recording / logging system to document all detailed transactions about customer revenue, for subsequent checking and to facilitate any follow up activities ● Prepare reports explaining in details those findings from customer revenue data ● Carefully design the layout, format, glossary and style for the reports such that the information therein are presented in a clear, unambiguous and easy to understand style ● Carefully monitor the distribution of the reports such that they can reach the target receiver correctly and without delay ● Propose constructive follow up actions or activities on new endeavours based on the report findings ● Ensure that data collection and report generation can be done smoothly and automatically even in case of changing in-charge personnel 	

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all related staff members to contribute their greatest effort while performing the tasks of data collection and report production ● Always work with full capacity and ability to ensure successful completion of data collection and report production, in a timely and honest manner
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 required tasks for customer revenue data collection and report generation ii. ensure the tasks are completed in a timely and accurate manner, and meeting all pre-defined criteria
Remark	