

Functional Area: Product & Service Life Cycle (Retire)

1. Title	Monitor and document the products / services switching / phase-in process	
2. Code	ITCSPL320A	
3. Range	This UoC applies to all arrangements and procedures relating to the monitoring and accurate recording of the successor products / services after their introduction and implementation. This is a key step in ensuring whether the successor product / service is appropriate for the customers.	
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"> ● Understand the necessity in closely monitoring and logging all activities related to products / services switching / phase in ● Understand the importance in monitoring and documenting any business processes including the products / services switching / phase-in, as a means to evaluate its success and working within the right track ● Understand that the monitoring and logging activities must be performed in a timely and economic manner, and with minimal distortion to activities being observed ● Understand that the monitoring and logging activities must be performed in a highly accurate manner, and results can serve as good references for any subsequent tasks ● Be aware of the different available means and methods to perform monitoring and documentation, each with its own advantages and shortcomings <p>6.2 Monitor and document the products / services switching / phase-in process</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Well define in advance the level and scope of monitoring activities for the products / services switching / phase-in process, and inform all related staff members accordingly ● Plan in advance staff deployment for the monitoring and documentation tasks, taking into consideration their suitability in terms of skills and abilities ● Actually carry out or supervise the execution of monitoring and logging activities for product / service switching / phase-in ● Make the necessary arrangement if documentation involves the use of computer software such as database management systems (DBMS) ● Keep good observation on findings from the monitoring activities to cater for exceptional events requiring follow up actions ● Effectively communicate with senior management in case their attention and decision is required for this job step ● Effectively communicate with all related staff members in case any follow up / ad hoc activities needed to be performed by them <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all related staff members contribute their greatest effort in working with monitoring and documenting products switching / phase-in ● Always strike a proper balance of interests between customers and the company as a whole 	

7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. successfully monitor the status of the successor products / services after their switching or phase-in to replace the previous ones ii. accurately record and document the statistics related to the new successor products / services iii. draw valid conclusion regarding the statistics before recorded and monitored
Remark	