

Functional Area: Product & Service Life Cycle (Retire)

1. Title	Monitor and document the decommissioning process	
2. Code	ITCSPL321A	
3. Range	This UoC applies to all arrangements and procedures related to the monitoring and documentation of the product / service decommissioning. This is a key step in ensuring whether all related tasks are performed as expected and within established limits.	
4. Level	3	
5. Credit	1	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Monitor and document the decommissioning process</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Understand the necessity in effectively monitoring the product / service decommissioning such that any mistakes / deviations can be detected as early as possible ● Understand the importance in properly and accurately document all information related to product / service decommissioning, such that any subsequent enquiries / complaints can be handled with factual records ● Understand that the monitoring and documentation activities must be performed in a timely and economic manner, and with minimal distortion to activities being carried out ● Understand that the monitoring and documentation activities must be performed in an accurate manner, and results can be made use of during any subsequent review tasks ● Be aware of the different available means and methods to perform monitoring and documentation, each with its own advantages and shortcomings <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 decommissioning, and inform all involved internal and external personnel accordingly ● Plan in advance staff deployment for the monitoring and documentation tasks, taking into consideration their suitability in terms of skills and abilities ● Execute the monitoring activities for product / service decommissioning ● Carry out the recording and documentation activities for product / service decommissioning ● Keep good observation on findings from the monitoring activities to cater for exceptional events requiring follow up or even immediate attention ● Make the necessary arrangement if documentation involves the use of computer software such as database management systems (DBMS) ● Effectively communicate with senior management in case their attention or decision is required for this particular job step ● Effectively communicate with all related internal and external personnel 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 personnel contribute their greatest effort while monitoring and recording information about products / services decommissioning ● Always strike a proper balance of interests between customers and the company as a whole, may also include outsourcers
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. successfully monitor the procedures and status performed during product / service decommissioning ii. accurately record and document the information related to product / service decommissioning
Remark	