Functional Area: Product & Service Life Cycle (Development)

1.	Title	Monitor the progress of products / services development
2.	Code	ITCSPL407A
3.	Range	This UoC applies to the operations and tasks involved in the continuous monitoring of the progress of products / services development. The main focus is to ensure development stays in the right track and operates within pre-set limits such as budget, time frame etc.
4.	Level	4
5.	Credit	4
6.	Competency	**Performance Requirement**
		6.1 Possess the knowledge in the subject area
		• Understand that all kinds of development works need close monitoring to ensure smooth operation
		• Grasp the importance of under-control development towards the final success / failure of the product in concern
		• Be aware of a wide range of methodologies and techniques, tools etc for project monitoring and deviation detection
		• Aware with alertness the necessity for periodic reporting of the product development process
		• Comprehend the necessity for staff involvement in reviewing and gathering comments towards the development work
		6.2 Monitor the progress of products / services development
		Be able to:
		• Effectively carry out the operations and tasks for monitoring the progress development of the product / service in concern
		• Conduct periodic reviews by means of project management tools such as GANTT charts
		• Conduct periodic review meetings with related staff members, vendors and outside parties to solicit the most up-to-date and accurate status information about the project
		• Conduct periodic executive meetings to report project status to senior management and seek their new guidelines, if any
		• Ensure close and tight vendor monitoring and management to ensure their continuous and quality contributions to the project
		• Respond promptly to deviations during the process and devise alternatives or remedy actions to ensure development remains in the right track
		• Effectively communicate with all levels of staff members, outside parties etc in case if new tasks / operations need to be performed
		6.3 Exhibit professionalism
		• Always ensure correctness and accuracy in the process of monitoring the progress of the project development
		• Always work with full capacity and ability to meet the quality standard of a product / project manager
		• Always maintain the proper balance between the interests of the company, customers and outsourcers, etc
7.	Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:
		i. maintain the development work of the project in the right track with minimal deviations
		ii. react in a timely manner any required changes due to new management directives, changes in market situation, technology, etc
	Remark	