

**Functional Area: Product & Service Life Cycle (Service Commissioning)**

1. Title	Validate products and services meeting requirements	
2. Code	ITCSPL416A	
3. Range	This UoC applies to the detailed checking and validation work to ensure that the performance / outcome of the new product or service do meet the original requirements as planned in previous steps of the product life cycle. Requirements can include those newly created after reviewing customer feedbacks and preferences.	
4. Level	4	
5. Credit	2	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Validate products and services meeting requirements</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> <li>● Fully understand that customers have a wide range of expectation and desire towards CIS products / services, and it is extremely important to ensure that our output can fulfil their requirements as far as possible</li> <li>● Be aware of the situation that customer requirements are never static and can fluctuate with time, environment, and market conditions</li> <li>● Be aware of the necessity of high accuracy in validating whether our products / services meet the original requirements and their degrees / levels of coherence</li> <li>● Get hold of the wide range of methods / techniques in carrying out the validation tasks and it can be quite challenging in identifying the optimal choice</li> <li>● Be aware of the necessity in providing human and other inputs for the validation tasks</li> <li>● Be aware of the demand for additional follow up actions when there are exceptional findings or observations at completion of the requirements validation</li> </ul> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Conduct or supervise the requirements validation tasks for the new product / service in concern</li> <li>● Establish a set of clear and unambiguous checklists for the requirement validation tasks, and ensure all involved parties will strictly stick to them</li> <li>● Fully consider key measurement indicators such as subscription volume, final usage level, and product usability, etc</li> <li>● Effectively strive for the timely and accurate comparison of product performance against the set of established requirements and identify any significant deviations</li> <li>● Establish sufficient and effective communication channels with parties involved in requirement validation to guarantee consistency and information gathering</li> <li>● Exercise good anticipation skill and prepare in advance remedy or alternative actions when deviations from requirements are detected</li> <li>● Establish the guidelines and procedures to modify the products / services after reviewing findings from this validation exercise</li> <li>● If the product needs to be modified, exercise good anticipation skill to estimate the new amount of resources and efforts, and the best ways to acquire them</li> </ul>

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Always ensure all related personnel will contribute their greatest effort for this task step, and at the same time maintain an optimal balance between their interests</li> <li>● Always work with full capacity and ability to ensure the timely and accurate delivery of results for requirements validation</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> <li>i. complete the requirement validation exercise for the new product / service on time</li> <li>ii. make accurate conclusion based on the findings, and recommend necessary follow up actions if necessary</li> </ol>
Remark	