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

1.	Title	Review operation / support services periodically
2.	Code	ITCSPL418A
3.	Range	This UoC applies to all steps and tasks to review the operational and support services for the product in concern. As there should be a set of standard operation support procedures to be followed and completed, the review may result in subsequent updates to the original procedures.
4.	Level	4
5.	Credit	2
6.	Competency	Performance Requirement

6.1 Possess the knowledge in the subject area	Performance Requirement ● Fully understand the absolute necessity in periodically reviewing the operation and support services of the product in concern, which can affect its final success or failure ● Grasp the importance in pre-establishing a set of review criteria in order to accurately measure and access performance of the operation and support services being performed ● Aware with alertness that reviewing is not for its own sake but serves as basis for fine tuning the earlier established working procedures, or even identify errors found in the implementation process ● Be aware that monitoring and reviewing are resources consuming activities and must therefore be performed with cost effectiveness in mind ● Be aware of the subsequent and follow up actions incurred and their impact to the overall budget allocated for the product / service in concern
6.2 Review operation / support services periodically	Be able to: ● Establish a well-defined set of monitoring and reviewing criteria for the new product's on-going operation and support services ● Establish in advance an operation and support services review procedures which are expected to be performed recurrently, with contents highlighting the detailed steps and tasks ● Ensure that review findings will be collected in a timely manner and sticking to the defined format and unit / level of measurement ● Whenever applicable, quantify the review findings with concrete measurements that can be checked against pre-defined limits of acceptance ● Design appropriate follow up actions to handle cases when review findings indicate deviation from normal / standard performance ● Prepare or supervise preparation of periodic reports about different aspects of the review findings and deliver to management and / or other related personnel on time ● Explore the necessity to loop back to earlier stages in the entire product development cycle when operation reviewing indicates a fundamental / root problem with the product in concern ● Anticipate with good accuracy the additional resources requirements when review findings indicate the necessity of remedy actions

	6.3 Exhibit professionalism	• Always target for objectivity and accuracy during the review process, with other considerations taken care of afterwards • Always work with full capacity and ability to ensure successful completion of the periodic review of the product's operation / support services
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. ensure smoothly carrying out of periodic product operation and support services reviewing ii. decide upon the necessity and level of remedy actions based on findings from the review	
Remark		