

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

1. Title	Estimate the financial impact for products / services upgrade / retirement	
2. Code	ITCSPL422A	
3. Range	This UoC applies to all considerations and tasks related to the estimation and calculation in financial figures the additional cost and revenue related to a product / service once the decision on further upgrading or retiring has been confirmed.	
4. Level	4	
5. Credit	4	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Estimate the financial impact for products / services upgrade / retirement</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Fully understand that as a profit making organisation all cost and revenue items must be identified and estimated / calculated with good accuracy, with no exception to product upgrade / retirement ● Grasp the situation that demand for product upgrading or retiring can be originated from many sources and all of them have to be addressed and considered separately and carefully ● Understand the necessity of allocating additional resources in case of product upgrading, and correspondingly there are financial impacts to the company ● Understand the necessity of completing all necessary follow up tasks in case of product retiring, and equally there can be impacts to the company financially ● Be aware of and take into consideration the potential benefits to the company at successful completion of the product upgrade / retirement process <p>Be able to:</p> <ul style="list-style-type: none"> ● Estimate with good accuracy the amount of additional work incurred for the product upgrading / retirement ● In case of product upgrading, identify with good accuracy the exact areas / functions / features that demand for further improvements ● Identify the best methods to cater for the upgrading demands and calculated with clearness and accuracy the advantages of these methods over other alternatives ● Effectively convert in dollar values the additional resources for implementing the upgrading tasks, and their impacts to the financial situation of the company ● Treat the above tasks seriously and in a similar manner to the formulation of the original product and service strategy ● In case of product / service retirement, consider carefully all reasons and indications for such termination, and most importantly the required tasks to smoothen the termination process ● Calculate / estimate with good accuracy the required sources to carry out product / service retirement, which can be significant such as proposing alternative products / solutions for affected customers ● Estimate the financial impact to the company originated from those expenditures for product / service retirement, taken into consideration that there should be no potential revenue as in the case of product / service upgrading

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure the balance of interests to different parties including customers, employees and the company if a product is to be upgraded / retired ● Always work with full capacity and ability to ensure successful completion of the financial impact estimation due to upgrading / retiring
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. accurately calculate in monetary terms all expenditure items related to the proposed product upgrading / retiring ii. accurately estimate the impacts to the company, especially in financial consideration iii. propose the optimal implementation plans for management's consideration
Remark	