

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

1. Title	Setup and act on alarms triggered
2. Code	ITCSPL423A
3. Range	This UoC applies to all considerations, decisions and actions related to the setting up of alarms or thresholds in the customer service level monitoring system of the previous step. Also included are details of those follow up actions in case such alarms are triggered or thresholds are being crossed.
4. Level	4
5. Credit	3
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> <li>● Fully understand that setting up of alarms or thresholds are critical to the effectiveness of any monitoring system</li> <li>● Fully aware that setting up of alarms / thresholds can be quite complicated and need to take into consideration a wide range of factors</li> <li>● Understand the importance of a prompt reporting arrangement if the aforementioned alarms are being triggered</li> <li>● Fully comprehend the deemed necessity of planning for follow up actions in response to triggered alarms, with consideration regarding the level of severity</li> <li>● Be aware of the serious possible results if any triggered alarms or breakthrough thresholds are being ignored or delayed in responding</li> </ul> <p>6.2 Setup and act on alarms triggered</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Establish critical thresholds and limits which serve as alarming checkpoints within the customer service level monitoring system</li> <li>● Well define each of the alarm checkpoints in a clear and unambiguous manner, also with explanation on details such as severity, implications, etc</li> <li>● Incorporate within the monitoring system an efficient (usually automatic) reporting system if any of the alarms is triggered or any of the thresholds is crossed</li> <li>● Deploy designated personnel to monitor and take immediate actions to respond to alarms being triggered</li> <li>● Well prepare in advance the detailed procedures / steps to handle triggered alarms, with details such as event logging, immediate remedy actions and if necessary, the escalation path for problem solving, etc</li> <li>● Ensure documentation of all events about triggered alarms from initial reporting to final settlement of the problem, for subsequent review and investigation if the necessity arises</li> <li>● Exhibit excellent anticipation skills to estimate the long term effects of the alarms to the product / service in concern and even the entire company</li> <li>● Take good care to prevent occurrence of careless mistakes, intentional frauds, structural loopholes, etc in the entire service level monitoring system</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Always ensure all staff members contribute their greatest effort and taking the greatest care to implement the monitoring and follow up tasks in this job step</li> <li>● Always work with full capacity and ability to ensure successful operation of the monitoring and expedited completion of follow up remedy actions</li> </ul>
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> <li>i. successfully set up measurement points to serve as alarms within the customer service level monitoring system</li> <li>ii. ensure all expected events are being triggered and appropriate remedy actions are taken to tackle the case in a timely manner</li> </ul>
Remark	