

Functional Area: Product & Service Life Cycle (Products / Services Maintenance)

1. Title	Carry out baseline analysis for performance monitoring	
2. Code	ITCSPL429A	
3. Range	This UoC applies to all actions and tasks relating to the baseline analysis work for the product / service in concern. This step is also performed immediately after collection of the related QoS statistical data, and with the special focus on baseline analysis.	
4. Level	4	
5. Credit	3	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Carry out baseline analysis for performance monitoring</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Fully understand the necessity in carrying out a baseline analysis for the product / service in concern, in order to monitor its performance against the standard ● Aware with alertness the importance in arranging suitable personnel with good understanding and skills for baseline analysis to perform the required tasks ● Understand the deemed necessity in sticking to and follow the defined stages for baseline analysis ● Fully comprehend the different effectiveness of baseline analysis under different situations, and explore its usefulness for CIS product / service ● Be aware of the possible substandard product performance discovered by the baseline analysis, and its impact to the product and even the company as a whole <p>Be able to:</p> <ul style="list-style-type: none"> ● Establish in advance the detailed steps and unambiguous guidelines for the baseline analysis of the product / service in concern ● Actually carry out or supervise the tasks relating to the product baseline analysis ● Well acquainted with and tightly follow the stages for baseline monitoring and analysis, including say building the baseline, deviation analysis, action based on analysis results and upgrading the baseline, etc ● Ensure the product baseline analysis is done in accordance to pre-defined environment and stick to pre-established steps, and any deviation can be spotted and catered for immediately ● In case of outsourcing the product baseline analysis, ensure external personnel will perform in the same manner and produce comparable results as the company's own employees ● Report results of the product baseline analysis and propose follow-up actions to senior management for their decisions ● Clearly disseminate results of the product baseline analysis to related staff members, and give clear instructions and directions to their subsequent follow up actions ● Always ensure all related staff members contribute their greatest effort in performing the product / service baseline analysis ● Always strike a proper balance of interests among customers, employees and the company
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> i. successfully conduct the baseline analysis work for the product / service in concern ii. ensure timeliness, accuracy and proper level of depth for the baseline analysis iii. draw accurate and correct figures and conclusion for the baseline analysis, and propose proper follow up actions 	
Remark		