

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

1. Title	Establish the products / services decommissioning procedures	
2. Code	ITCSPL433A	
3. Range	This UoC applies to all arrangements and procedures related to the establishment of products / services decommissioning procedures during their retirement stage. This step is to ensure the orderly retreat of the particular product / service in concern with minimal impact to the organisation.	
4. Level	4	
5. Credit	3	
6. Competency	<p style="text-align: center;"><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 the necessity in the formation of a set of product / service decommissioning procedures to be followed by involved personnel</li> <li>● Accurately grasp the important elements such as clarity, consistency and un-ambiguity in the preparation of the decommissioning procedures</li> <li>● Fully comprehend the close relationship between product / service decommissioning and maintenance of good customer relationship</li> <li>● Understand the implication to resources allocation at decommissioning of the product / service in concern</li> <li>● Understand the implication to overall revenue at decommissioning of the product / service in concern</li> <li>● Be aware of the different approaches in establishing the product / service decommissioning procedures and their relative advantages to the organisation</li> </ul> <p>6.2 Establish the products / services decommissioning procedures</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Establish a set of decommissioning procedures for the particular product / service in concern as soon as the necessity arises</li> <li>● Exercise good timing skill to ensure completion of the decommissioning procedures on time</li> <li>● Ensure all related internal and external personnel can gain access to the established procedures and understand the contents</li> <li>● Ensure proper documentation of the decommissioning procedures, and also ensure all subsequent amendments / updates obtain appropriate approval and follow proper procedures</li> <li>● Establish appropriate communication channels such that involved personnel are able to express their opinion and / or difficulties towards the decommissioning procedures</li> <li>● Effectively communicate with customers such that they know in advance the steps to follow for product / service decommission</li> <li>● Exercise good marketing and customer relationship retention skills such that a decommissioning procedure is able to transform to business opportunities</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Always ensure all involved staff members contribute their greatest effort in preparing and understanding the product / service decommissioning procedures</li> <li>● Always strike a proper balance of interests between customers and the company as a whole in the decommissioning processing</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. successfully establish on time the decommissioning procedures for the product / service in concern</li> <li>ii. ensure the decommissioning procedures can be understood and strictly followed by all related personnel</li> <li>iii. ensure the decommissioning procedures results in minimal impact to the overall revenue of the company</li> </ol>	
Remark		