Functional Area: Product & Service Life Cycle (Security)

1.	Title	Handle security needs for special customers
2.	Code	ITCSPL434A
3.	Range	This UoC applies to all considerations and arrangements to handle the security needs of special customers. This is one of the tasks in product /service security planning and designing, and at the same time involving customer relationship management and customer satisfaction handling.
4.	Level	4
5.	Credit	3
6.	Competency	<table><tr><td colspan="2">Performance Requirement</td></tr><tr><td>6.1 Possess the knowledge in the subject area</td><td> - Fully understand the fundamental necessity in planning and designing security features for embedding into the products / services for customers - Accurately grasp the situation that different customers usually have different requirements towards the security features in the products / services they adopt - Be aware of the key fact that security planning has to take into consideration a wide range of factors including government regulations, company security policies, customer requirements, budgets, etc - Understand the additional benefits in customer satisfaction in case their special security requirements can be fulfilled - Be aware of the wide choices of techniques and methodologies in designing and implementing the special security features for products / services for related customers </td></tr><tr><td>6.2 Handles security needs for special customers</td><td>Be able to: - Well-establish in advance the overall security policies for the company's products and services - Effectively communicate with staff members at all levels to ensure they fully understand and be able to explain the security features embedded in the company's products and services - Effectively communicate with customers to ensure that they are aware of the availability of those security features - Effectively communicate and negotiate with customers who have special needs and requirements towards the product / service's security features they adopted - Consolidate user's security feature requirements and arrive at the most cost effective means of security implementation - Estimate with good accuracy the additional costs involved in security implementation and at the same time additional benefits derived - Design and implement effective ways to test with users the special security features in the products and services, and solicit customer's confirmation and endorsement </td></tr><tr><td>6.3 Exhibit professionalism</td><td> - Always ensure all related staff members contribute their greatest effort in handling the security needs for customers with such special requests - Always strike a proper balance of interests between customers and the company, and even include the society as a whole </td></tr></table>
7.	Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. successfully satisfy the security requirements raised by customers with special needs in this respect ii. ensure the security features are compatible with company security policies and government's legal requirement
	Remark	