

Functional Area: Product & Service Life Cycle (Security)

1. Title	Ensure products / services confidentiality
2. Code	ITCSPL435A
3. Range	This UoC applies to all considerations and arrangements related to the ensuring and enforcement of confidentiality for the company's products / services. Confidentiality is one of the fundamental elements in security issues and is the primary objective to be fulfilled.
4. Level	4
5. Credit	2
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"> ● Fully understand the deemed necessity in incorporating security measures in all CIS products, and own company's products / services are of no exception ● Fully aware that ensuring confidentiality is the fundamental and key element in the context of product / service security protection ● Grasp the key issue that confidentiality applies not only to the built-in features of the products / services, but also extends to all related customer administrative handlings ● Understand the potential compromises with other requirements (such as availability) while designing methods and steps to enforce confidentiality ● Be aware of the different available means and techniques in ensuring confidentiality, each with its own advantages and shortcomings <p>6.2 Ensure products / services confidentiality</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Ensure that all related parties including staff members, customers and even management understand the meaning and nature of confidentiality - protecting information from being disclosed to unauthorised parties ● Explore products / services features with exposures to the danger of information leakage and design effective measures to ensure confidentiality ● Fully consider the available means and techniques to enforce confidentiality, and explore in details their relative advantages and disadvantages to the company ● Actually perform or supervise the implementation of chosen means for confidentiality protection, which may involves the deployment of technical staff for creating or updating product features ● Explore administrative procedures / processing with exposures to the danger of information leakage and design effective measures to ensure confidentiality ● Fully consider the various means and steps to enforce confidentiality in the process of handling customers and customer information ● Effectively communicate with customers to ensure they understand both the technical and administrative measures to protect their confidentiality, and invite their co-operation in adopting and following the related guidelines <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all related staff members contribute their greatest effort in carrying out steps to ensure products / services confidentiality ● Always treat the protection of customer information as the highest priority task
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ol style="list-style-type: none"> i. successfully adopt and implement technical and administrative measures to protect products / services confidentiality ii. ensure customers fully understand the available protection features and can make full use of them iii. ensure the implementation of confidentiality protections result in minimal disturbance to the operation of the company
Remark	