Functional Area: Product & Service Life Cycle (Security)

1.	Title	Products / services availability ensuring
2.	Code	ITCSPL436A
3.	Range	This UoC applies to all considerations and arrangements related to the ensuring of products / services availability. This is a key step in terms of security protection and at the same time also a key determinant in successful customer relationship management.
4.	Level	4
5.	Credit	2
6.	Competency	Performance Requirement

	6.1 Possess the knowledge in the subject area	Performance Requirement ● Fully understand the deemed necessity in incorporating security measures in all CIS products, and own company's products / services are of no exception ● Grasp the key issue that ensuring products / services availability is a fundamental and key element in the context of security protection ● Aware with alertness that availability basically refers to the release of information to authorised parties upon request, and thus the meaning of authority must be clearly defined ● Understand the potential compromises with other security requirements (such as confidentiality, integrity) while designing methods and steps to enforce availability ● Understand that products / services availability is also closely related to customer relationship management ● Be aware of the different available means and techniques in ensuring products / services availability, each with its own advantages and shortcomings
	6.2 Products / services availability ensuring	Be able to: ● Take necessary steps to ensure that all related parties including staff members, customers and even management understand the meaning and nature of availability in security - the release of information to authorised parties only upon request ● Establish agreements with customers or other stakeholders on the acceptable limits about products / services availability, say 99% of the time, 3 working days' lead time for information enquiry, etc ● Fully consider related legislations while planning and determining the availability issues, such as the Unsolicited Electronic Messages Ordinance (UEMO) ● Whenever feasible, formalise the above availability parameters in the form of say Service Level Agreement (SLA) with customers, and ensure all involved staff members fully understand the contents and necessity for fulfilling such agreements ● Estimate with accuracy the input resources requirement for enforcing the agreed products / services availability parameters ● Actually perform or supervise the implementation of the chosen means for security availability ● Establish follow up or contingency planning in case the agreed products / services availability cannot be attained, with main focus to retain customer satisfaction and loyalty

		• Effectively communicate with customers to ensure they understand both the technical and administrative aspects for availability protection, and invite their co-operation in adopting and following the related guidelines
	6.3 Exhibit professionalism	• Always ensure all related staff members contribute their greatest effort in working with monitoring and documenting products switching / phase-in • Always strike a proper balance of interests between customers and the company as a whole
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. successfully adopt and implement technical and administrative measures to implement agreed products / services availability ii. ensure customers fully understand the availability features and can make full use of them in case of necessity iii. ensure the implementation of products / services availability results in minimal disturbance to the operation of the company	
Remark		