Functional Area: Product & Service Life Cycle (Service Commissioning)

1.	Title	Prepare implementation plan for launching
2.	Code	ITCSPL515A
3.	Range	This UoC applies to all considerations and preparation work to produce an implementation plan for the new product / service in concern. This is the very first step for the functional area "Service Commissioning", immediately after product development.
4.	Level	5
5.	Credit	3
6.	Competency	6.1 Possess the knowledge in the subject area — **Performance Requirement** • Fully understand that a well prepared product launch plan is an important guiding document for various tasks relating to service commissioning, and even to remaining steps of the product life cycle • Master comprehensively the overall features of the new product / service in question • Understand in depth the resources allocation for the particular new product / service including financial and human resources • Understand in depth the time-frame issues for the product / service and be aware of the major milestones • Be aware of the various environmental factors and competitive situations in the process of preparing the launch plan 6.2 Prepare implementation plan for launching — Be able to: • Supervise and co-ordinate with staff members from various departments while preparing the launch plan, for the sake of getting from them useful information and their support • Supervise completion of the product / service implementation plan with the designated language, format and level of deepness • Clearly identify the roles and areas of responsibilities for third parties in case of outsourcing • Ensure arrangement of the contents in a logical manner such that all action steps are organised in a correct sequence • Establish clear, unambiguous and feasible steps to be followed by related staff members • Establish and always stick to an effective monitoring mechanism to ensure usefulness of the implementation plan after its release • Explore and get ready in advance any alternative solutions / actions to replace any part of the implementation plan to cater for any ad hoc changes 6.3 Exhibit professionalism • Always ensure all level of staff members can fully understand the contents and aware of the importance of the implementation plan • Always work with full capacity and ability to ensure correctness of the contents and accuracy of all figures • Always take into consideration and strike a proper balance among all related technological, political, social and legal factors
7.	Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. successfully produce an implementation plan for the products /services ii. ensure the plan is the best output under the current resources, environment and market situation
	Remark	