

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

1. Title	Determine actual manpower input	
2. Code	ITCSPL517A	
3. Range	This UoC applies to all considerations and tasks relating to the estimation, arrangement and deployment of human resources to the new product / service in concern. This is the first step for the task area “Commissioning Resources Planning” and the output serves as important guidelines for subsequent steps involving human resources.	
4. Level	5	
5. Credit	2	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Determine actual manpower input</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> <li>● Fully understand human resources is one of the most important inputs for any CIS products / services</li> <li>● Grasp the importance issue that accurate estimation of human resources input is vital to the success or failure of the product / service in concern</li> <li>● Aware with alertness that individual employee has his / her own expertise, strength and weakness and the formation of an effective project team is a challenge</li> <li>● Be aware of the high mobility of employees in Hong Kong and its possible impact to the established human resources planning and manpower input</li> <li>● Be aware of the impact caused by fluctuation in employee salary levels, especially in time periods when experienced CIS personnel are in hot demand</li> </ul> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Exercise good forecasting and anticipation capabilities in preparing the manpower input for the particular product / service</li> <li>● Ensure the adoption of scientific methods in manpower needs estimation such as benchmarking with existing products and services</li> <li>● In case of outsourcing, be able to manage and supervise third-party employees and ensure their performance are comparable with own employees</li> <li>● Ensure provision of clear and unambiguous briefings to the product team staff members</li> <li>● Integrate manpower with other inputs and express the combined resources in numeric figures to aid calculations, forecasting and decision making</li> <li>● Co-ordinate tightly with the human resources department for quick and efficient handling of manpower issues such as recruitment, deployment, etc</li> <li>● Ensure availability of alternative manpower planning to cater for expected situations or external factors</li> </ul> <ul style="list-style-type: none"> <li>● Always maintain the balance of interests between the company and the employees</li> <li>● Always work with full capacity and ability to ensure the production of an optimal manpower planning</li> <li>● Always take into consideration and strike a proper balance among all related technological, political, social and legal factors</li> </ul>
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> <li>i. determine the optimal manpower input for the new product</li> <li>ii. maintain a good balance between factors such as cost saving, employee satisfaction, product profitability, etc</li> </ul>	
Remark		