

**Functional Area: Product & Service Life Cycle (Operation / Support)**

1. Title	Establish operational support procedures
2. Code	ITCSPL522A
3. Range	This UoC applies to all tasks and actions in the establishment of the operational support procedures, which act as the first step for the functional area "Operation/Support". This very first item serves as important guidelines for all subsequent working steps.
4. Level	5
5. Credit	3
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"> <li>● Fully understand the necessity in establishing standard procedures in guiding and reviewing the work of all related personnel</li> <li>● Accurately grasp the importance in the clear and unambiguous contents of the operation support procedures</li> <li>● Understand the mandatory requirements in well-defining the logical sequence of the tasks</li> <li>● Be aware of the situation that usability of the operational support procedures highly relies on the level of understanding of the different target users, and compatibility of their individual tasks</li> <li>● Be aware of the possible errors, omissions and easily misunderstood areas, which necessitate periodic review and updates</li> </ul> <p>6.2 Establish operational support procedures</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Supervise write up of the operational support procedures for the new products / services using the agree-upon language</li> <li>● Ensure the adoption of clear, unambiguous and easy to understand wordings in explaining the tasks to be completed by individual staff members within the procedures</li> <li>● Ensure clear statement of the required levels of completion for all individual tasks</li> <li>● Ensure clear statement of the sharing of responsibility and detailed division of labour if more than one / one group of staff members have to work together for a particular step / task</li> <li>● Ensure clear statement of the required (or at least the minimum) level of completion for each task / work step, with the help of say Service Level Agreement (SLA ) if applicable</li> <li>● Ensure quantifying of the expected outcome or required completion standard such as "T + N" days for service delivery, 60 minutes promised service restoration, 99.99% service availability, etc</li> <li>● Take good consideration not only for procedures for service provision, but also those relating to service restoration in case of service outage / suspension</li> <li>● Establish standard procedures to record and review how operation support procedures are being followed, and errors discovered during their implementation</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Always ensure all staff members stick closely to the established operation support procedures and contribute their greatest effort while performing their assigned tasks</li> <li>● Always work with full capacity and ability to ensure successful completion and adoption of the procedures</li> <li>● Always maintain an optimal balance between all related technological, political, social and legal issues</li> </ul>
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> <li>i. complete the operational support procedures within required time-frame</li> <li>ii. successfully implement the established procedures</li> <li>iii. ensure all related personnel are able to understand and follow the instructions for their related tasks</li> </ul>
Remark	