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

1.	Title	Prepare and propose the products / services upgrade / retirement plan
2.	Code	ITCSPL523A
3.	Range	This UoC applies to all necessary actions and tasks related to the preparation and production of the product / service upgrade / retirement plan once the decision on further upgrading or retiring has been confirmed. The document will serve as important guidelines for related subsequent processes.
4.	Level	5
5.	Credit	3
6.	Competency	Performance Requirement

	6.1 Possess the knowledge in the subject area	• Fully understand the necessity for setting up a work plan for any major tasks, and product upgrading / retiring is of no exception • Fully aware of the fact that purposes of a work plan are to summarise the reasons / factors for the proposed new actions and point out the methods / procedures in implementing the proposed plan • Aware with alertness that a work plan is to be read and understood by a wide range of staff members at all levels, clarity and un-ambiguity of the details are of ultimate importance • Fully comprehend that a work plan has to be approved and endorsed by senior management before actual implementation, persuasiveness and comprehensiveness of the contents are of significant importance • Be aware of the constantly changing marketing and environmental situations and that the product upgrade / retirement plan may need frequent reviews and amendments
	6.2 Prepare and propose the products / services upgrade / retirement plan	Be able to: • Supervise the collection, summary and elaboration of the details for the product / service upgrade / retirement plan • Supervise writing up of the contents of the product / service upgrade / retirement working plan, in the language and format agreed beforehand • Elaborate in an accurate, clear and unambiguous manner the reasons / justifications for the proposed upgrading or retirement, utilising measurable units or monetary values as far as possible • In case of upgrading, clearly indicate or highlight the proposed new features, such as "Ring tone for overseas calls" • Master environmental protection issues such as energy saving, green computing, reduced pollution, etc while preparing the product / service upgrade / retire plan • Establish the product / service upgrade / retirement plan in a serious manner similar to the original product / service strategy and stick to all mandatory requirements on formats, procedures and wordings etc • Effectively identify those cases when product upgrading not only involves changes in design, features or functioning but is in fact a product / service re-positioning • Explore backup or alternative plans for the proposed actions in the product / service upgrade / retirement planning, to cater for changes in environmental factors or management's decisions

	6.3 Exhibit professionalism	• Always ensure the proper balance of the interests among customers, employees and the company as a whole • Always work with full capacity and ability to ensure the production of an accurate and feasible product work plan • Always maintain an optimal balance between all related technological, political, social and legal issues
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. prepare and complete the required product / service upgrade / retirement plan on time ii. ensure the accuracy and measurability of the contents iii. ensure the unambiguous understanding of the contents by all involved staff members and stakeholders	
Remark		