

Functional Area: Product & Service Life Cycle (Products / Services Maintenance)

1. Title	Establish the maintenance plan and procedures for products / services	
2. Code	ITCSPL524A	
3. Range	This UoC applies to all considerations and arrangements to establish a maintenance plan and procedures for the product / service in concern. This is the very first step for the functional area “Product / Services Maintenance” and serves as guidelines and references for all subsequent steps in this area and even the remaining portions of the product / service life cycle.	
4. Level	5	
5. Credit	3	
6. Competency	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> ● Fully understand the importance of setting up a concrete plan and detailed procedures for carrying out any specific task, and product / service maintenance is of no exception ● Fully aware of the necessity of making thorough considerations of all influencing factors before arriving at a feasible maintenance planning ● Accurately grasp the fact that periodic maintenance becomes an indispensable service once a product / service has been introduced, and this is a key influencing factor for retaining customers and customer loyalty ● Fully comprehend that maintenance can usually be a labour intensive process and related personnel need a concrete set of procedures and guidelines to follow ● Be aware of the potential financial impact to the company once a set of maintenance plan and procedures has been confirmed and put into practice <p>6.2 Establish the maintenance plan and procedures for products / services</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Deploy suitable personnel to take charge of all maintenance issues for the product / service in concern, which most likely is also the product manager himself / herself ● Supervise the preparation of a maintenance plan for the product / service in concern, adopting the required language, format, glossary, etc ● Clearly determine within the plan different levels of maintenance service (say gold plan, silver plan, bronze plan, etc) and the mapping with different customer segments (say corporate, individual, etc) ● Supervise and ensure the adoption of good writing and presentation skills such that the maintenance plan and procedures can be easily understood by different level of personnel without any ambiguity, including outsourcers ● Ensure stepwise of the procedures and clearly indicate the sequences in case of describing multiple steps tasks ● Ensure correctness of the contents and make provision for efficient updating, amending if the necessity arises ● Establish proper communication channels such that all stakeholders using the maintenance plan and procedures can raise their feedbacks and questions directly to the in-charge personnel without delay 	

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure the proper balance of the interests among customers, employees and the company as a whole while establishing and implementing the plan ● Always work with full capacity and ability to ensure successful completion of the maintenance plan and procedures ● Always take into consideration and strike a proper balance among all related technological, political, social and legal factors
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. successfully complete a feasible maintenance plan and related procedures for the product in concern within required time frame ii. ensure effectiveness and efficiency of the plan after its acceptance and implementation
Remark	