

Functional Area: Product & Service Life Cycle (Retire)

1. Title	Establish the retirement plan and procedures	
2. Code	ITCSPL605A	
3. Range	This UoC applies to all tasks and actions relating to the actual establishment of the retirement plan and procedures for the product / service in concern. This step is the core for the task group “Retirement plan setting”, and the completed plan serves as important references for all upcoming activities.	
4. Level	6	
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 in establishing a retirement plan and procedures to guide all related tasks to be performed by different groups of staff members ● Aware with alertness the establishment of the product / service retirement plan requires consideration for many factors, usually with focuses on customers and market competition ● Accurately grasp the key fact that a retirement plan usually associated with stepwise procedures to indicate the detailed working steps for retirement ● Fully comprehend that the retirement procedures needed to be clear, simple and unambiguous to facilitate different groups of personnel involved in the actual retirement tasks ● Be aware of the long term impacts to the company say in terms of revenue or competitive situation if a particular product / service is finally retired ● Be aware and prepare for situations where problems occur while executing product retirement related tasks <p>6.2 Establish the retirement plan and procedures</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Setup or supervise the setting up of the retirement plan and procedures for the product / service in concern ● Demonstrate careful consideration to ensure that the retirement plan can be executed in a smooth manner with minimal influences to customers and the company – a “full shutdown” ● Demonstrate accurate measurement of existing and estimation of future number of customers for the particular product while establishing the retirement plan ● Demonstrate good arrangement to enable customer’ harmonious transition after retirement of a particular product / service, say substitution product or shifting to a different plan, etc ● Effectively produce the best retirement procedures with simple, clear and logical steps to guide personnel in the actual execution ● Evaluate with high accuracy the effects of the wide range of substitution product / service to the customers and the company ● Fully comprehend environmental protection issues such as energy saving, green computing, reduced pollution, etc while establishing the retirement plan and procedures ● Effectively master third party outsourcers in case they are involved with the particular product / service to be retired 	

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all related staff members and outsourcers contribute their greatest effort in establishing and executing the retirement plan and procedures ● Always strike a proper balance of interests among customers, employees, the company and outsourcers, if applicable
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. successfully establish the product retirement plan and procedures in an accurate and timely manner ii. ensure feasibility of the details within the retirement plan iii. ensure clear and unambiguous contents and easy understanding by all related staff members for the retirement plan
Remark	