Functional Area: Strategic / General Management (Planning & Implementation)

1. Title	Develop and implement technology adoption plans	
2. Code	ITCSSG402A	
3. Range	Technology has always been an integral part of a telecom business. It is essential to have vision to use technologies to deliver products and services with increasing efficiency, quality, and client satisfaction. This UOC concerns implementing technology adoption plan.	
4. Level	4	
5. Credit	3	
6. Competency		Performance Requirement
	6.1 Possess the knowledge in the subject area	• Possess experience with deploying technology plans • Possess extensive knowledge of current and new network architecture and technologies. • Possess extensive experience with project management, migration, network deployments, troubleshooting techniques • Possess extensive knowledge of regulatory regulations and compliances, etc.
	6.2 Develop and implement technology adoption plans	Be able to: • Work with colleagues to formulate and drive the technology deployment team comprising various stakeholders, including senior management and representatives of business units • Clarify the goals and objectives of technology deployment plans and strategies of the organisation • Establish a technical team to perform evaluation/assessment of the concerned network technologies, services, hardware, software and other services • Determine the budget, timeline and feasibility of deploying the concerned technologies • Formulate monitoring and measuring controls/procedures that can determine the effectiveness of the deployment • Identify risk factors for deploying the concerned technologies and identify a suitable deployment model (single site, multisite, parallel," big bang", phased, etc.) • Work with HR to plan personnel requirements and staff deployment schedules. Also determine the types of training required, when and how to perform training (e-learning, classroom, lecture, on-job training, lab based, etc.) on applying the technologies • Report, on regular basis, on the progress of the implementation to stakeholders
	6.3 Exhibit professionalism	• Always take into consideration and strike a proper balance among all related technological, political, social, environmental and legal factors • Always strike a proper balance of interest among all stakeholders

7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to:
	  i. implement the required technology conforming to the technology plans
	  ii. work with the necessary parties to determine the goals and objectives of the implementation
	  iii. formulate monitoring and measuring procedures, based on the objectives, that can determine the effectiveness of the implementation and the concerned technologies
	  iv. communicate, with regularity, the implementation progress and status to stakeholders	

Remark		