

Functional Area: Strategic / General Management (Strategising & Formulation)

1. Title	Formulate technology plan/direction	
2. Code	ITCSSG505A	
3. Range	This UoC concerns formulating a technology plan to exemplify a road map that navigates the business direction and enables the organisation to be more competitive by guiding the use of “right” technology for its products. Technologies in this context include network hardware (switches, transmitters, routers, mobile phones, etc.), software (IP protocols, applications, video streaming applications, etc.), systems (NOC systems, SS7 mobile systems, billing, MVNO, etc.), telecommunication technologies (HSDPA, 4G, Mobile TV, etc.) and network technologies (GSM, WIMAX, LTE, Multiplex, etc.), etc.	
4. Level	5	
5. Credit	4	
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"> • Critically understand the importance of having a business plan to implement and fulfil the objectives of the business model in an telecommunication operator or services company • Fully knowledgeable of the organisation’s business objectives and goals to which the business plan to be aligned with • Fully in tune with current and up coming trends and technologies of telecommunication industry • Extensively aware of competitors' technology plans and activities • Fully aware of the national and international telecommunication regulations and policies • Possess extensive experience in formulating technology plans that cohere to the organisation’s business strategies • Possess extensive knowledge of IT Service Management methodologies, frameworks and best practices such as ITIL • Possess extensive experience with project management tools and techniques to manage the documentation and presentation of the technology plans/directions to facilitate easy adoption • Proficient with commercial & management skills such as management of business finance, communication, people, change, negotiation and business operations <p>6.2 Formulate technology plan/direction</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Steer a planning team to <ul style="list-style-type: none"> • review the current technologies used within the organisation • review the needs of clientele • review current technologies effectiveness to meet the clientele’s needs • review business competitions to determine whether the organisation matching or having a competitive edge • Review whether the currently used technology is sustainable to meet the organisation’s business strategies • Work with technology experts and products and services colleagues or other planning teams to evaluate and identify suitable technologies that can fulfil the organisation’s business needs and be implemented with acceptable CAPEX 	

	<ul style="list-style-type: none"> • Evaluate the resource, staff training, and the timeline for implementation of the new technologies • Formulate and define monitoring controls that can determine the status of the implemented technologies • Manage the documentation of the technology plan in accordance with the organisation standards • Present the plan/direction to appropriate stakeholders for approval and adoption. <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Always take into consideration and strike a proper balance among all related technological, political, social, environmental and legal factors • Always strike a proper balance among all stakeholders
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the ability to:</p> <ol style="list-style-type: none"> i. effectively work with appropriate parties to identify the suitable technologies that can be implemented and fulfil the organisation's business strategy ii. formulate implementation plans for deploying the suitable technology iii. effectively manage the documentation of the technology plan/direction that should conform to the organisation's standards iv. present the technology plan/direction effectively to appropriate business units to seek approval and adoption
Remark	