

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

1. Title	Develop business plans
2. Code	ITCSSG514A
3. Range	This UoC concerns developing the organisation's business plans to exemplify business model and enable business areas to operate smoothly
4. Level	5
5. Credit	4
6. Competency	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess 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 • Extensive knowledge of the organisation's business objectives and goals to which the business plan is to be aligned with • Possess extensive knowledge of the telecommunication industry trends technologies • Possess experience in developing business plans • Possess experience in defining metrics to measure results and performance of business plans • Proficient with commercial and management skills such as management of business finance, communication, people, change, negotiation and business operations <p>6.2 Develop business plans</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Lead a team or work with colleagues to review the business model of organisation and prioritise the objectives and goals • Develop plans for each of the business activities, such as: <ul style="list-style-type: none"> • Network infrastructure construction and deployment • Procurement • Network operations and support • Software development and maintenance • Customer services and support • Partnership services (IDD, inter-operators, etc.) • Customer Relations Management • Network product development • Products and services adaptation • Formulate deployment and implementation details for the plan • Define metrics to measure the outcome of the plan • Manage the documentation of the plan in accordance with the organisation standards • Present the plan to colleagues or departments and verify that the plan is acceptable and applicable to the organisation business needs <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. Develop business plans for an organisation in line with the business model of the organisation and covers all business areas effectively ii. Design implementation and measurement metrics that can determine the effectiveness of the plans iii. Present the business plans effectively to appropriate business units to convince the plausibility of the plans
Remark	