Unit of Competency

Functional Area: Information Technology

Title	Manage outsourced online businesses
Code	105111L5
Range	This unit of competency (UoC) is applicable to staff responsible for promoting online business development in the retail industry. It involves planning, design and technical tasks. It covers the abilities to analyze and assess relevant information, effectively manage the performance of online business contractors and review relevant contract terms in order to bring the best return on investment (ROI) for the organization.
Level	5
Credit	3 (for reference only)

Competency	Performance Requirements
	1. Knowledge of outsourcing online businesses
	  • Master the organization's online business strategies
	  • Understand the established policies and guidelines of the organization for outsourcing online businesses
	  • Understand what online business items and systems can be outsourced, e.g.:
	    • Online business systems e.g. order system, inventory management system, distribution system and payment system
	    • Publicity and promotion, e.g. online and traditional marketing activities
	    • Website construction, repair and management
	    • Online product catalogue
	  • Master good communication and negotiation skills and computer technologies
	  • Master the ordinances and regulations on outsourcing online businesses imposed by the government and regulation bodies
	  • Understand various forms and characteristics of outsourcing online businesses, e.g.:
	    • Cooperation arrangement
	    • Licence
	    • Letter of intent, memorandum of agreement
	2. Manage outsourced online business
	  • Cooperate with business departments to identify online business items and systems to be outsourced in order to achieve the best ROI
	  • Look for suitable online business contractors according to the established policies of the organization
	  • Agree with the selected online business contractors on terms of cooperation in line with the reasonable interests of the organization, including:
	    • Service charges
	    • Service quality and standards
	    • Responsibilities of both sides
	  • Monitor the performance of outsourced online business items and systems, as well as the relationship with the contractors, to see if the organization's expected targets and contract requirements are met
	    • Relationship with service providers
	    • Management of and communication with contractors
	    • Performance quality of the outsourced items
	    • Potential risk management
	  • Regularly review and arrange negotiations with the contractors on the outsourced services
	    • Review regularly with the contractors on performance and contract responsibilities, etc.
	    • Document and file for record the contract responsibilities, performance requirements and compensations unfulfilled by the contractors
	    • Arrange renegotiations with the contractors on contract arrangements, e.g. to terminate or renew the contracts, accordingly
	3. Exhibit professionalism
	  • Ensure the organization's interests in a professional manner when managing outsourced online businesses

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Assess accurately the systems or items in the organization's online business suitable for outsourcing, and bring the best ROI for the organization by outsourcing relevant procedures; and • Select appropriate contractors and formulate terms of cooperation in line with the interests and the established online business strategies of the organization; and • Monitor and regularly review the performance of the outsourced online business items and systems to see if it is up to standard and meets the contract requirements, and give optimization suggestions.
Remark	