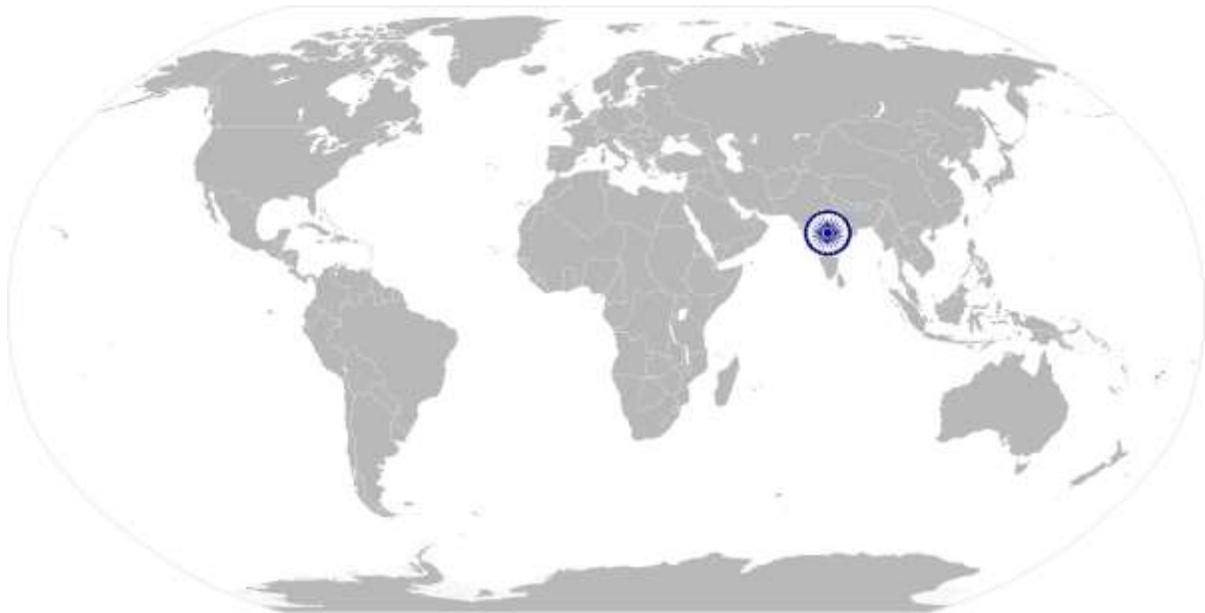


National Occupational Standard



Overview

This unit is about making changes to the language or functionality of software products/applications to meet local requirements

SSC/ N 0504

Contribute to customization of software products/applications

Applicable NOS Unit

Unit Code	SSC/ N 0504
Unit Title (Task)	Contribute to customization of software products/applications
Description	This unit is about making changes to the language or functionality of software products/applications to meet local requirements.
Scope	<p>This unit/task covers the following:</p> <p>Customization requirements for:</p> <ul style="list-style-type: none"> software products being launched in multiple countries/states/languages software applications requiring specific adaptation to local policies, laws, standards, languages, practices etc <p>Changes to:</p> <ul style="list-style-type: none"> code variables fields forms user interface language <p>Appropriate people:</p> <ul style="list-style-type: none"> line manager development team subject matter experts 
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. gain sufficient hands-on experience to be able to accurately describe software products/applications and their features</p> <p>PC2. establish clearly the customization requirements for software products/applications</p> <p>PC3. identify accurately the changes required for each customized version of software products/applications</p> <p>PC4. agree with appropriate people the changes you are required to make within your level of competence and authority</p> <p>PC5. access reusable components and tools from your organization's knowledge base</p> <p>PC6. make the changes you are required to make using standard templates and tools</p> <p>PC7. create appropriate unit test cases (UTC) for the changes</p> <p>PC8. execute UTCs and document results</p> <p>PC9. rework the changes to fix any identified defects</p> <p>PC10. submit tested changes for approval by appropriate people</p>

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	<p>PC11. document the changes using standard templates and tools</p> <p>PC12. obtain advice and guidance from appropriate people, where necessary</p> <p>PC13. update your organization's knowledge base with the code developed</p> <p>PC14. comply with your organization's policies, procedures and guidelines when customizing software products/applications</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and guidelines for customizing software products/ applications and your role in applying these</p> <p>KA2. the objectives and scope of the customization work being undertaken and the importance of keeping within these boundaries</p> <p>KA3. the importance of collating feedback on your products/applications</p> <p>KA4. how to analyze and use feedback to improve your products/applications</p> <p>KA5. who you may need to involve to provide feedback on your products/applications</p> <p>KA6. your organization's knowledge base and how to access and update this</p> <p>KA7. the range of standard templates and tools available and how to use these to document your designs</p> <p>KA8. the approval process for designing customized software products/applications</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. different sources of information for help to design customized software products/applications</p> <p>KB2. how to design software products/applications</p> <p>KB3. the range of activities involved in designing different software products/applications</p> <p>KB4. the range of equipment used to design software products/applications</p> <p>KB5. how to determine whether components are suitable for re-use</p> <p>KB6. how to develop and execute UTCs</p> <p>KB7. the different types of problems and defects that may occur and how these may be resolved</p> <p>KB8. the software development lifecycle and importance of following this</p> <p>KB9. how to use different software for:</p> <ul style="list-style-type: none"> • languages • translation • tools <p>KB10. how to test new products and applications are fit for purpose</p> <p>KB11. current practice in relation to the customization of software products/applications</p>

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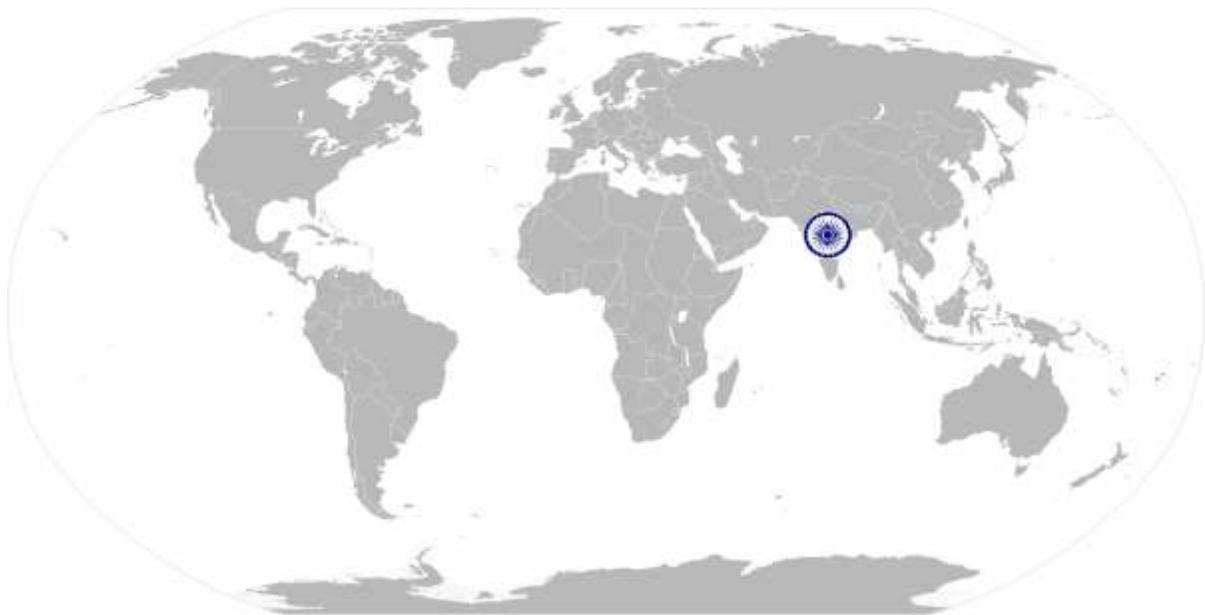
Contribute to customization of software products/applications

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	You need to know and understand how to: SA1. communicate with colleagues in writing
	Reading Skills
	You need to know and understand how to: SA2. follow instructions, guidelines/procedures/rules
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA3. listen effectively and orally communicate information
	Decision Making
	You need to know and understand how to: SB1. make decisions on suitable courses of action or responses
	Plan and Organize
	You need to know and understand how to: SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to: SB3. check your own work meets customer requirements SB4. meet and exceed customer expectations
	Problem Solving
	You need to know and understand how to: SB5. apply problem-solving approaches in different situations
	Analytical Thinking
You need to know and understand how to: SB6. configure data and disseminate relevant information to others SB7. analyze data and activities	
Critical Thinking	
You need to know and understand how to: SB8. apply balanced judgments to different situations	
Attention to Detail	
You need to know and understand how to: SB9. check your work is complete and free from errors SB10. get your work checked by peers	
Team Working	
You need to know and understand how to: SB11. work effectively in a team environment	
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively to input and/or extract data accurately

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	<p>SC2. agree objectives and work requirements</p> <p>SC3. keep up to date with changes, procedures and practices in your area of expertise</p>
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NOS Version Control

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NOS Code	SSC/ N 0504		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	20	Version number	0.1
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
		Next review date	31/03/2019

