Functional Area - N/A

Title	Develop a plan to monitor network infrastructure performance
Code	111105L4
Range	This UoC involves developing appropriate plan and procedures to minitor network infrastructure performance.
Level	4
Credit	6 （For Reference Only）

Competency	Performance Requirements
	1. Knowledge in monitoring network infrastructure performance, such as:
	
	• various network technologies and protocols
	• organisation's infrastructure architecture, network diagrams and traffic controls
	• components affecting high network performance: links, switching equipment and software employed at the nodes and switches
	• cloud technologies/services, such as:
	    ○ IAAS – Infrastructure As A Service
	    ○ SAAS – Storage As A Service and Software As A Service
	    ○ PAAS – Platform As A Service
	• public cloud service platforms (e.g. AWS, GAE, Azure, etc.)
	• network problem solving and public cloud configuring management skills
	• network and cloud performance monitoring tools
	• vendor management skills
	
	2. Developing monitoring plan and procedures
	
	• knowledge in the industry benchmark and standards on network performance
	• know the organisation's network performance requirements
	• plan for periodic review of the performance monitoring procedures
	• identify and quantify key performance factors
	    ○ Network latency
	    ○ Network congestion
	    ○ Infrastructure parameters (QoS, filtering, routing and load balancing)
	    ○ Hardware resources of equipment
	• set performance targets for the network
	• identify and acquire tools and equipment needed for network monitoring
	
	3. analyse the network performance
	
	• Be able to:
	    ○ follow the monitoring plan to analyse the network performance
	    ○ identify issues and problems that cause the network unable to meet the required standards
	    ○ make suggestions to rectify any problem identified
	    ○ communicate with vendors if external services (such as cloud) are used to enhance network performance
	    ○ ensure the network is performing up to standard
	
	4. Exhibit professionalism
	
	• Be able to:
	    ○ apply industry best practices to monitor the network infrastructure performance

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	○ comply with the organisation's guidelines and procedures as well as any (local and international) laws and regulatory requirements, if applicable
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to : • develop appropriate monitoring plan and procedures • follow the plan to monitor the network infrastructure performance
Remark	