Functional Area: Network Infrastructure & Operation (Operation / Support & Maintenance)

1.	Title	Using monitoring equipment to monitor network thresholds
2.	Code	ITCSNO204A
3.	Range	This UoC specifies the use of monitoring equipment to monitor network thresholds. Should the network traffic has fallen or exceeded certain threshold an alarm is triggered which may requires certain action to be performed. Note: the threshold may varies for different operating times, and there may be a number of components that are being monitored concurrently which include: switches, routers, SONET equipment, fibre optic equipment, microwave radios, etc.
4.	Level	2
5.	Credit	2
6.	Competency	**Performance Requirement** 6.1 Possess the knowledge in the subject area • Experienced with operating alarm management tools such as logs, system messages, software systems or simply flashing lights • Experienced with the operational functions of network monitoring tools and able to refer to documentation manual • Comprehend network diagrams and access network plans • Knowledgeable of the operating characteristics of the network components 6.2 Using monitoring equipment to monitor network thresholds Be able to: • Determine the objective of performing monitoring thresholds, such as: to meet SLA (Service Level Agreement) commitment, to collect statistic for capacity planning, etc • Acquire capacity trigger criteria from appropriate parties such as marketing, network engineering, planning, product manuals, etc • Set monitoring equipment to monitor the threshold points. The monitoring equipment should produce the required statistics or information for analysis and if necessary trigger alarms • Handle alarms according to NOC operational policies. Fault management actions may be required such as adjusting network capacity and escalation if fault cannot be identified • Produce a report from the threshold statistics and forward it to appropriate stakeholders for analysis and capacity planning 6.3 Exhibit professionalism • Follow safety procedures at every step • Aware of drills are required to ensure the monitoring equipment and people are operating efficiently and suitable corrective actions are taken when alarms occurred
7.	Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. identify and formulate baseline to be used for monitoring ii. setup or configure suitable monitoring equipment to perform the monitoring iii. take appropriate actions when "alarms" (flashing lights, console messages, etc) are triggered.
	Remark	