

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

1. Title	Maintain records of system adjustments
2. Code	ITCSNO205A
3. Range	This UoC describes the competencies for maintaining internal records of system adjustments. System adjustments imply minor or major changes in setting of the network system and related systems include telecommunication systems (routers, switches, etc.) or support systems (OSS, alarm monitoring, etc.). The recording system may be a simple paper filing system or an online database Change Control System (CCS) which is used by a group of people or departments.
4. Level	2
5. Credit	1
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> • Have basic understanding of network system and equipment used in the network infrastructure • Understand the importance of maintaining records and history of changes made in systems and components • Knowledgeable of the principles of record keeping or change control methodology • Able to follow internal record keeping procedures and/or use of an online change control system • Able to read and interpret the nature of changed details • Able to maintain records accurately <p>6.2 Maintain records of system adjustments</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Locate the raw incoming details regarding system changes. The format can be in hard copy form, verbal, email, fax, etc. If it is verbal then it must be transcribed into a hard-copy format • Assess the completeness of incoming details against the organisation checklist and liaise with appropriate parties for missing details • Locate the unique reference ID (UID) from central index for the record of the system that is being updated. If no record exists, a new record creation procedure should be followed • Locate the concerned stored record and verify the located record is correct for the concerned change • Perform update of the record in accordance with the required procedures and formats. Transcription of the incoming raw details to a standard format may be required • Return the records to correct filing location • Perform job completion procedures such as quality control check, sign off, etc <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Follow the organisation standard policies and procedures when performing the record maintenance work
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ol style="list-style-type: none"> i. systematically locate the appropriate system changed record and create a new record if no record exists ii. perform the record maintenance update effectively that meets the organisation's quality standard
Remark	