

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

1. Title	Record reported problems
2. Code	ITCSNO206A
3. Range	This UoC describes the competencies for recording reported problems. Problem reports may come from various sources such as site engineers, network/service engineers, operations support team, customers support desk, customers, etc.
4. Level	2
5. Credit	1
6. Competency	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> • Understand the importance of maintaining records of problems • Able to follow the principles and procedures of maintaining problem reports on a paper recording system or an online change control or error recording system • Able to read and interpret nature of reported problem • Able to explain and clarify reported details • Capable of maintaining records accurately <p>6.2 Record reported problems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Collect problem reports from different sources and stamp with received date and other required reference details • Assess the completeness of incoming report against the organisation checklist and liaise with appropriate parties for clarification of missing or illegible details • Allocate a new problem number from the record keeping system • Perform incorporation of problem details into the newly created record in accordance with the required procedures and formats. Transcription of the raw details to a standard form may be required • Return the records to correct filing location • Perform job completion procedures such as quality control check, sign off, filing of original problem report, 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: <ul style="list-style-type: none"> i. collect problem reports with clearly marked reference details ii. accurately interpret the nature of the problem report and verify the required information is completed iii. communicate effectively with relevant parties to clarify reported problems and provide a status or an update of actions performed iv. systematically create a new entry in the problem report filing or recording system and transcribe the details of reported problems in accordance with procedures
Remark	