

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

1. Title	Perform monitoring of network alarms
2. Code	ITCSNO320A
3. Range	The scope of this UoC specifies monitoring a variety of alarms such as network failures, security breaches, traffic overloads, peak loads, animal damages, associated with switching equipment, routers, transmissions paths, cables, mobile transmitters, etc.
4. Level	3
5. Credit	2
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"> <li>• Experienced with alarm management tools such as logs, system messages, software systems or simply flashing lights</li> <li>• Comprehend network diagrams</li> <li>• Experienced with operation and maintenance of switching devices or other network equipment</li> <li>• Able to operate network monitoring equipment</li> <li>• Extensively knowledgeable of the actions associated with different levels of alarms</li> <li>• Knowledgeable of the organisation's policies and guidelines on handling network alarms</li> <li>• Able to perform analysis of alert and decide when escalation is required</li> </ul> <p>6.2 Perform monitoring of network alarms</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Verify alarm is not falsely activated</li> <li>• Perform alarm analysis (what types of alarms have been triggered), prioritise the handling order if more than one alarm is triggered and follow handling procedures in accordance with the organisation policies and guidelines</li> <li>• Discuss with relevant parties or groups in an attempt to isolate or identify problems of likely cause</li> <li>• Initiate escalation procedures if and when it is found that the problem rectification requires higher level decision or assistance</li> <li>• Co-ordinate fault rectification with appropriate parties</li> <li>• Reset alarms or arrange resets with external parties. Continue to monitor to ensure no re-occurrences</li> <li>• Make a recording of the alarms in accordance with the organisation's reporting and documenting policies and standards</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Follow the guidelines of the organisation when handling alarms including escalation instructions</li> <li>• Ensure drills and practices are regularly taken to ensure efficient and correct actions are taken when alarms occurred</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> <li>i. use monitoring equipment and/or work with colleagues to determine the cause and what, where in the network that triggered the alarm</li> <li>ii. formulate and perform rectification or coordinate with appropriate parties to rectify the network issues in the minimal time and in accordance to the organisation guideline and procedures</li> <li>iii. judge whether the issue is contained or should be escalated to higher level</li> </ol>
Remark	