

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

1. Title	Perform monitoring of network traffic throughput
2. Code	ITCSNO321A
3. Range	The scope of this UoC specifies monitoring network traffic flow, data pattern, traffic loads, etc. The network traffic being monitored may be wireline or wireless on LAN, WAN or MAN. The monitored information will trigger alarms if network throughput falls below or above set thresholds
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"> • Experienced with network management and monitoring tools such as logs, system messages, software systems, etc. • Comprehend network diagrams and understand the criticality of network traffic control • Extensively knowledgeable of network monitoring strategies and alert handling procedures • Experienced with the operations of switching and routing devices • Able to perform analysis of alert and decide when appropriate action is required <p>6.2 Perform monitoring of network traffic throughput</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Plan where, when and how network traffic monitoring be placed in the network infrastructure • Set monitoring equipment to record traffic flows through the concerned circuits and routes • Setup appropriate network traffic monitoring tools to trigger alarms when traffic threshold is above or below a predefined level • Handle network traffic alarm issues by determining the traffic status following the organisation guidelines and policies (refer to ITCSNO320A) • Identify, assess and take appropriate actions on potential traffic congestion, such as increasing bandwidth, re-routing traffics, etc. • Collect data on traffic pattern and document the results including historical data and forward report to network planners or appropriate parties <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Follow the guidelines of the organisation when handling alarms including escalation instructions • Ensure drills and practices are regularly taken to ensure efficient and corrective actions are taken when network traffic flow is abnormal
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ol style="list-style-type: none"> i. determine where and how traffic monitoring can be effectively performed in the network infrastructure so that it can monitor the operating traffic of the network ii. setup correctly monitoring equipment to trigger alarms when traffic exceeds or falls below certain threshold iii. perform appropriate action based on the organisation's policies and guidelines iv. collect sufficient network performance statistics for network planners to use
Remark	