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

1.	Title	Perform monitoring of network connection status
2.	Code	ITCSNO322A
3.	Range	The scope of this UoC concerns the monitoring of network connection status. To perform the monitoring process one needs to be aware of various details (alarm settings) concerning the monitoring points i.e. what, where and how monitoring is carried out. Network status can be alerts regarding connection failures, cable damages, antenna failures, security, traffic overflow, loose attachments, etc. Networks can be voice, data, T1, T3/DS3, backbone, fibre connections, FTTB, FTTH, mobile network, etc.
4.	Level	3
5.	Credit	2
6.	Competency	<table><tr><td colspan="2">Performance Requirement</td></tr><tr><td>6.1 Possess the knowledge in the subject area</td><td> - Experienced with the use of network management and monitoring tools such as logs, system messages, software application, purpose built monitoring devices, SNMP, etc. - Able to comprehend network architectures, diagrams and demographic layout of networks i.e. where monitoring trigger points are set - Knowledgeable of the network operation centre procedures and network alert handling - Knowledgeable of the organisation's network monitoring policies and procedures - Able to liaise with internal or external parties on alert handling </td></tr><tr><td>6.2 Perform monitoring of network connection status</td><td>Be able to: - Work with colleagues or documentation to familiarise with network connection monitoring details such as: what threshold trigger alerts, where the monitoring tools are installed, what action to take, etc - Handle alarm events after analysing statistics from network monitoring tools, logs, etc (ref ITCSNO320A) - Collect the necessary information and work with appropriate parties to investigate, troubleshoot, correct, or perform other appropriate actions - Formulate an incident report in accordance with organisation standards and policies </td></tr><tr><td>6.3 Exhibit professionalism</td><td> - 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 when alarm triggers </td></tr></table>
7.	Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. familiarise with network monitoring equipment, features, thresholds, alarms settings, so that correct actions will be enacted when alarm is triggered ii. handle an alarm with the appropriate action or escalate to next level for advice or decision in conjunction with the organisation's policies and guidelines iii. collect sufficient network information/statistics for network planners to use
	Remark	