

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

1. Title	Be familiarised with vendor software systems
2. Code	ITCSNO326A
3. Range	This UoC concerns being up to date with functional changes in the vendor software used in network systems or components such as software switches, NGN network products, IP network products, routers, firewalls, 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"> • Experienced with software engineering process such as gathering functional requirements as well as software testing and system integration • Knowledgeable of the network infrastructure and what hardware and software is used • Knowledgeable of the organisation policy in software review and update • Knowledgeable of what SLA (Service Level Agreement) is made with vendors on software update, in particular the requirement of notification on software changes • Able to use computerised system software, telecommunication systems, embedded systems, firmware, etc. • Experienced with vendor relationship management • Experienced with managing documentation processes <p>6.2 Be familiarised with vendor software systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Maintain the service relationship with vendors/suppliers effectively by establishing a continuous channel, with vendor, on software changes and supply of software updates. This should follow the organisation's policy on vendor selection and SLA made with the vendor • Acquire new software updates from vendor after being notified the availability of new updates. Log and register new vendor updates into internal change management system • Perform installation of the new updates, operate the new software functions, perform configuration and ensure that it has not affected or degraded old functions and then confirm new functions are operating correctly • Test new functions or updates of software changes from vendor. The testing may be performed in isolated mode to determine that it does not affect the overall system when applied • Document and notify internal departments of availability of vendor new software updates, new functions (if any), tests performed, testing results, recommendation (suitability, benefits, drawbacks) of applications, how to perform updates following the organisation standards and policies <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • While dealing with vendors, represent the organisation in the most professional and ethical manner • Ensure all documents produced follow the organisation's required formats and standards • Follow safety procedures while performing product evaluation
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the ability to:</p> <ol style="list-style-type: none"> i. work with vendors to maintain/build good working relationships and to ensure vendors to supply new product details and updates, particularly new updates (firmware and software patches) for network components ii. evaluate new and/or updated functions to determine new or updated features iii. document the product functions/features that are relevant for internal use in a format that is required by the organisation and readily accessible by other departments
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