

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

1. Title	Allocate sufficient resources to operate NOC
2. Code	ITCSNO327A
3. Range	Determining optimal resources required to run a Network Operation Centre (NOC) efficiently and effectively is a big challenge to any Operation Centre Manager. This UoC concerns allocation of resources to be used in a NOC. The resources may be financial, personnel or equipment-wise.
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"> • Fully knowledgeable of the NOC's day-to-day work duties, resource scheduling and deployment policies and procedures • Possess extensive knowledge of the organisation's service policies • Possess extensive knowledge of the objectives and service level commitments of the NOC • Possess extensive experience in planning and resource scheduling • Possess extensive experience in project management, resource planning and allocation methodologies <p>6.2 Allocate sufficient resources to operate NOC</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Work with colleagues to determine what the daily tasks schedule is and what resource allocation is required • Determine what current resources are available • Allocate the resources based on the availability and the department/organisation's resource allocation policies • Document and record the allocated resources • Monitor the tasks and allocated resource usage. Dynamic adjustment of resource allocation may be required for critical tasks. Ideally the resource usage information is recorded and be used in the next cycle of resource allocation • File the resource allocation documents for review purpose <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure all reports and documents are created in the format conforming to the organisation standards and policies • Always take into consideration and strike a proper balance among all related technological, environmental and legal factors
7. Assessment Criteria	The integrated outcome requirements of this UoC are the ability to: <ol style="list-style-type: none"> i. identify areas and types of resources required to operate the NOC efficiently and effectively ii. determine the availability of resources and perform the allocation of resources using an allocation methodology or guideline from the organisation's resource allocation standards and policies iii. formulate suitable procedures to monitor the effective usage of the allocated resources and determine whether adjustment is required at next cycle iv. catalogue the full history of the resource allocation process
Remark	