

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

1. Title	Conduct initial problem analysis	
2. Code	ITCSNO330A	
3. Range	This UoC defines the competencies for performing initial network problem analysis and make a recommendation or provide an initial solution. This is usually the task of front line support technician or customer site engineer who performs an initial analysis of the reported problem. Escalation may be required if no solution can be offered.	
4. Level	3	
5. Credit	3	
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"> • Knowledgeable of the organisation's service level commitments and follow work orders • Familiar with the organisation's technical support structure and escalation procedures • Knowledgeable with a broad network technologies, network protocols, network infrastructure, features and operating characteristics of network components • Experienced with problem troubleshooting and resolving skills • Experienced with the use of network tools to perform problem analysis such as: cable tester, ping, netstat, traceroute, protocol analyser, frequency/spectrum monitor, etc. • Knowledgeable of the organisation's problem reporting standards • Knowledgeable with health and safety procedures, government regulations, compliances, etc <p>6.2 Conduct initial problem analysis</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Coordinate with appropriate parties to confirm work orders such as hotline support desk or supervisor to understand the reported issues/problems • Choose an appropriate fault finding method and prepare suitable equipment to be used for network problem monitoring or identification such as logs, protocol analysers, etc • Use various means to reproduce the reported symptoms and determine where the network issues lie i.e. software, hardware, network connection, network component, equipment configuration, switching, cable, etc • Create a list of possible causes of issues/problems and order it in its likelihood • Formulate a possible solution to the problem. Communicate with peers to confirm solution or seek additional help, if necessary • Inform appropriate parties of progress and offer a solution • Document the activities and any recommendation in accordance with the organisation standards and policy. Submit the report to appropriate stakeholders, such as customer service, supervisor, or peers to rectify the issue/problem etc <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure tasks are performed in accordance within these policies and standards • Exhibit good working relationship with peers 	
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:	
	<ol style="list-style-type: none"> i. communicate effectively with customers and peers to understand the work orders or network problems they are experiencing ii. perform simple troubleshooting and problem analysis iii. formulate and recommend a suitable solution 	
Remark		