

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

1. Title	Perform service restoration
2. Code	ITCSNO331A
3. Range	When a network goes off line due to fault or regular maintenance, its service will need to be restored ASAP (as soon as possible) to minimise disruption to users. Network includes PSTN, IP data or voice, mobile or wireless network. This UoC defines the competencies for performing network service restoration
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"> • Possess experience with network operations, network architecture and network alarm systems, such as degraded performance, power supply failure, loss of line, traffic congestion, etc • Possess extensive knowledge of the organisation Service Level policy • Understand the need of teamwork, coordination skills and communication skills • Possess knowledge of basic risk management • Experienced with basic planning and network information collection • Knowledgeable of network traffic management tools, analysis of the statistic or performance reports • Knowledgeable of health and safety rules and hazards related to the handling equipment and tools while performing the load balancing process <p>6.2 Perform service restoration</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify details of service outage i.e. planned or unplanned, extent, timeframe of outage, impact on users, outage status • Determine that all stakeholders are aware of the status of the outage. Stakeholders can be: customer support hotline, technical support personnel, etc • Coordinate with all stakeholders to formulate a service restoration plan conforming to the organisation's policy. The plans should include affected network components, activation timeframe, actions required, and contingency • Determine that the network is ready for service restoration by coordinating with technical engineers or NOC (Network Operation Centre) • Perform service restoration following the "restoration plan" • Perform appropriate tests to verify the restoration was successful • Collect evidence of unplanned outages for record keeping or analysis, such as loading statistics, alarm recording, logs, etc. • Document service restoration report in accordance to the organisation standards and policies. It should include all events and actions taken from the point of outage to the service restoration • Perform service restoration review, if necessary <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Follow the health and safety guidelines and the organisation policies • Exhibit good teamwork and carry out the work in most professional manner
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. have initiative to use appropriate means to determine service problems and formulate service restoration plan conforming to the organisation's business plans/policies and operation standards ii. coordinate with appropriate stakeholders effectively to restore the services with minimal or no disruptions to other departments or people iii. provide full status report to keep stakeholder informed of service restoration progress
Remark	