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

1.	Title	Report equipment problems to vendors
2.	Code	ITCSNO332A
3.	Range	While performing network maintenance and support, engineers will invariably find that some issues/problems cannot be resolved within the organisation due to vendor dependant equipment. This UoC defines the competencies for reporting equipment problems to vendors.
4.	Level	3
5.	Credit	2
6.	Competency	<u>Performance Requirement</u> 6.1 Possess the knowledge in the subject area • Comprehend network operations and network architecture and network alarm systems, such as degraded performance, power supply failure, loss of line, traffic congestion, etc • Comprehend the organisation's policy regarding to vendor management • Possess teamwork, coordination skills and good interpersonal skills (writing and over the phone) to liaise with vendor • Experienced with problem analysis, problem solving, and problem information collection • Experienced with vendor problem reporting procedures and use of internal problem reporting tracking system (may be paper based or computerised) • Understand health and safety procedures 6.2 Report equipment problems to vendors Be able to: • Analyse details of the reported problems following the established protocols/guidelines. Work with peers to confirm an internal solution cannot be provided • Collect the necessary evidence of the problematic components with a view for submitting to vendor • Acquire supplier details from supplier system, such as contact person, any contracting terms, reporting forms, and the required contents to be included in problem submission • Complete the necessary paperwork and submit problem report to vendor • Complete the necessary internal "vendor problem reporting" procedures in accordance with the organization policy. This may be an online recording/tracking system or could be paper based which requires form filling and filing of collected evidence 6.3 Exhibit professionalism • Following the organisation's guidelines and policies for vendor management
7.	Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: i. verify the component or equipment is faulty ii. collect required evidence for reporting faults to vendor iii. follow the organisation guidelines and vendor's required reporting procedures and correctly record the fault report in internal logging procedures
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