

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

1. Title	Liaise with vendor to acquire problem or equipment fixes	
2. Code	ITCSNO333A	
3. Range	One of the duties of network support is to perform software patches or fixes to system software of network components such as routers, switches, RF transmitters, etc. Some of these updates/fixes are vendors/suppliers regular patches or some are fixes for problems that were reported by fellow engineers. However, even with regular patches, there will be cases where a problem arises with no patches or updates received. This UoC defines the competencies for liaising with vendors/suppliers to acquire problem or equipment fixes. In an organisation, normally, there is a defined channel for requesting and receiving update or fixes from suppliers. The NOC (Network Operation Centre) may be this channel	
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 extensive knowledge of the organisation's policy for vendor management • Possess good teamwork, coordination skills and good interpersonal skills (written and over the phone) to liaise with vendor • Possess knowledge of problem reporting procedures and use of internal problem reporting/tracking system (may be paper based or computerised) • Knowledgeable of the organisation policies on vendor handling <p>6.2 Liaise with vendor to acquire problem or equipment fixes</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Locate the problem report from internal record/tracking system and determine the status of the reported case • Confirm that no patches/fixes have been received from the vendors • Acquire vendor/supplier contact details from internal records • Determine and use the most appropriate means to contact the vendors/suppliers. A more direct means should be used if the fix is required urgently, such as by phone call • Use a tactful tone to enquire and request a committed schedule on delivery of the fix from the vendors/suppliers. Negotiation and exertion of pressure may be required • Update the internal record/tracking system of the problem to include: status, any agreed delivery status, etc. A status update may be required for certain internal staff or department <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Follow the organisation guidelines and policies for vendor management and recording/tracking of problems fixes • Always strike a proper balance among all stakeholders
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. use internal systems to determine the status or tracking of the reported issues ii. have interpersonal skills to work with vendors to identify the status of reported issues iii. negotiate a committed delivery schedule 	
Remark		