

Functional Area: Network Infrastructure & Operation (Planning & Design)

1. Title	Design procedures for operational staff to follow
2. Code	ITCSNO518A
3. Range	This UoC concerns designing instructional procedures for operating staff that needs to operate networks or use network equipment. Staff may be NOC personnel, field engineers, technicians or other supporting personnel.
4. Level	5
5. Credit	4
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"> • Experienced with the use of equipment/system manuals and specifications • Extensively knowledgeable of specifications and relevant company policies and documentation • Extensively experienced with instructional design/learning techniques • Extensively knowledgeable of the operational tasks and resources of concerned procedures/tasks • Experienced with documentation techniques, company standards and use of standard templates or appropriate tools • Extensively experienced with project management and resource management • Understand relevant legislation, codes, regulations and standards <p>6.2 Design procedures for operational staff to follow</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Steer a team and be prepared for the procedure design by familiarising with the actual operation. Determine the required manpower, type of skills, operating environment, sequence of tasks, etc • Prioritise the tasks. Break large tasks to subtasks if necessary and identify tasks needed to be performed concurrently and those needed to be in order of sequence • Define each task's pre-requisites (personal, tools, materials, etc.), detail actions to be performed and state possible risks, recovery actions and how to verify the successful completion of tasks and who, if any, performs the signoff • Manage the documentation of the procedures in accordance with the company standard formats or guidelines <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Produce network designs that conform to the organisation standards and meet regulatory requirements • Always take into consideration and strike a proper balance among all related technological, political, social, environmental and legal factors
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ol style="list-style-type: none"> i. grasp the NOC (Network Operation Centre) day to day operation procedures, task handling methodologies, policies, documentation standards ii. identify the task functionalities to which the procedure is targeting at iii. decompose large complex task to modules and smaller related tasks iv. write operational procedure of each module or "sub-tasks" conforming to the organisation standards
Remark	