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

1.	Title	Determining resource requirement for NOC operation
2.	Code	ITCSNO524A
3.	Range	NOC is the heart of network operations, providing 24x7 monitoring and fault detection of the network (voice, data, mobile). To enable the NOC operates effectively and efficiently, there must be a well developed plan and sufficient resources. However, resources must be optimally used to maximise OPEX. This UoC describes the competencies for determining resources requirement for NOC (Network Operation Centre) operation. Resources may be personnel, financial, or software and hardware, etc.
4.	Level	5
5.	Credit	2
6.	Competency	<table><tr><td colspan="2">Performance Requirement</td></tr><tr><td>6.1 Possess the knowledge in the subject area</td><td> - Possess extensive experience in resource management for NOC - Knowledgeable of the NOC's day-to-day duties and familiar with first tier support requirements - Possess extensive knowledge of the organisation's SLA (Service Level Agreement) policies and commitments - Experienced with risk management methodologies and techniques - Experienced with project management scheduling and planning tools - Experienced with resource requirement gathering techniques - Able to communicate effectively with various stakeholder and colleagues </td></tr><tr><td>6.2 Determining resource requirement for NOC operation</td><td>Be able to: - Work with colleagues to identify resources required for day to day operation of the NOC - Define a list of resource requirements based on the NOC's supporting roles/tasks - Analyse and prioritise the requirements with consideration on various weighting or risk factors - Use tools or a resource allocation methodology to calculate the resources required of each task and the overall resources required for the NOC. This should also include financial costs - Document and present the current allocated resources and resource requirement trends to appropriate parties for resource planning </td></tr><tr><td>6.3 Exhibit professionalism</td><td> - Ensure all reports and documents are created in the format conformed to the organisation standards and policies - Always take into consideration and strike a proper balance among all related technological, environmental and legal factors </td></tr></table>
7.	Assessment Criteria	The integrated outcome requirements of this UoC are the ability to: i. work with colleagues to identify the required resources that are needed in the NOC to operate effectively and efficiently ii. effectively list and categorise the tasks into types, criticality and risks iii. apply a formula to calculate the resource required for each task of the NOC iv. clearly document the allocation methodology and resources required for the NOC and submit to appropriate stakeholders for approval or planning
	Remark	