



Australian Government

ICTNPL602 Forecast service demand

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to develop forecasts for demand for telecommunications services and includes assessing activities that may change service demand and capacity requirements.

It applies to individuals with a high level of specialist technical skills and knowledge in optical telecommunications and IT networks using internet protocol (IP) systems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Telecommunications – Network Planning

Elements and Performance Criteria

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Gather forecast intelligence	1.1. Access market intelligence for information on customer demand on the network and likely growth in network use 1.2 Obtain demand data to assess potential network traffic quantity and flow 1.3 Access information relating to new and emerging technologies, facilities and features, and their specific applications to evaluate market trends in new technology implementation 1.4 Obtain data from network analysis to determine the state of the existing network using customer complaint reports and network fault incidence rate

2. Produce forecast service demand information	<p>2.1 Analyse and process all collated data and prepare to the format required for forecasting activity</p> <p>2.2 Select and configure a suitable software forecasting tool to process collated data</p> <p>2.3 Evaluate collated data to generate forecasts of service demand using information in reference to new developments</p> <p>2.4 Compile forecast figures and report according to enterprise policy</p>
3. Review forecasts and update systems records	<p>3.1 Review forecasts according to enterprise policy</p> <p>3.2 Ensure forecasts consider new developments in the area and technological changes where appropriate</p> <p>3.3 Maintain updated systems records with information received from each installation amendment activity</p>

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.1, 2.4, 3.1, 3.2	<ul style="list-style-type: none"> Analyses and evaluates complex written and numerical text in specialised documentation to determine key information and specific requirements Evaluates complex text to determine legislative, regulatory and project requirements and their potential impact on the project
Writing	2.4, 3.3	<ul style="list-style-type: none"> Develops complex material for a specific audience using clear, detailed language and visuals while employing expected forms and conventions Prepares reports which incorporate evaluation of information, and specialised and cohesive language
Oral Communication	1.1, 1.3	<ul style="list-style-type: none"> Elicits views and opinions of others and obtains information by listening and questioning
Numeracy	1.4, 2.1-2.4, 3.3	<ul style="list-style-type: none"> Interprets numerical information and applies appropriate mathematical formulas to calculate different future possibilities Analyses data to measure present and predicted

		usage and assess different scenarios
Navigate the world of work	2.4, 3.1	<ul style="list-style-type: none"> Monitors and reviews organisation's policies, procedures and adherence to legislative requirements to implement and manage change
Get the work done	1.1-1.4, 2.1-2.3, 3.2	<ul style="list-style-type: none"> Plans strategic priorities and outcomes within a flexible, efficient and effective context in a diverse environment exposed to competing demands Gathers and analyses data and seeks feedback to improve plans and processes Addresses complex problems involving multiple variables, using formal analytical, lateral thinking techniques experience and knowledge to focus in on the root cause Uses digital technologies to manage business operations and actively investigates new technologies for strategic and operational purposes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTNPL602 Forecast service demand	ICTNPL6030A Forecast service demand	Updated to meet standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>