ICTTEN616 Rectify client services following network outages and faults

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 7.0.

Application

This unit describes the skills and knowledge required to identify, analyse and resolve service faults by coordinating fault rectification, following network outages. It describes strategies for dealing with customers, operational staff and associated system restoration.

It applies to individuals who have high-level technical skills and relevant authority to coordinate activities of maintenance personnel and oversee compliance issues associated with service level agreements.

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

Unit Sector

Telecommunications Networks Engineering

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan to rectify client services following network outages and faults	1.1 Obtain work details and scope from relevant personnel and arrange for site access in compliance with required security arrangements, legislation, codes, regulations and standards
	1.2 Evaluate required data and determine the nature of the fault and extent of the outage
	1.3 Assess impact of the fault on network and customers, and establish priority of required actions
	1.4 Analyse system monitoring alerts, alarms and required network data and record details according to contractual agreements and enterprise policy

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ELEMENT	PERFORMANCE CRITERIA
	1.5 Prepare action plan to manage fault rectification and restoration, minimising impact on network and customers
	1.6 Provide a central point for all rectification activity, information, actions and progress
	1.7 Prioritise service restoration based on assessment of contractual arrangements and service-level client agreements
	1.8 Negotiate with client's account manager regarding repair arrangements, where service-level agreements cannot be met
2. Implement plan to rectify client services following network outages and faults	2.1 Notify all relevant personnel and departments involved in the outage according to enterprise policy
	2.2 Isolate and monitor affected system monitoring alerts and alarms and confirm no additional problems have occurred
	2.3 Correct fault according to required plans and enterprise policy
	2.4 Manage repair activity with required technical support and adjust resource allocations and confirm effective restoration of network services
	2.5 Reset system monitoring alerts and alarms and restore services to normal network configuration
	2.6 Test and monitor network activity on recovery to certify effective fault clearance and service restoration
3. Finalise administrative tasks	3.1 Document activities carried out to rectify client services according to enterprise requirements
	3.2 Notify customers of fault rectification and service restoration according to service-level agreement

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	• Analyses and synthesises highly embedded mathematical information
Reading	• Organises, evaluates and interprets technical readings, instructional material and workplace documentation from a range of complex texts
Writing	• Prepares workplace documentation, and incorporates technical language to communicate complex information clearly and effectively

SKILL	DESCRIPTION
Teamwork	• Demonstrates understanding of what to communicate, with whom and how, in a broad range of work contexts • Collaborates and cooperates with others to achieve joint outcomes
Planning and organising	• Uses a combination of formal, logical planning processes and an understanding of context for complex, high-impact activities with strategic implications
Problem solving	• Uses formal, analytical and lateral thinking techniques for identifying issues, generating and evaluating possible solutions • Uses formal processes to monitor implementation of solutions and reflect on outcomes
Technology	• Uses digital systems and tools to enter, store and monitor data, and for communication purposes

Unit Mapping Information

Supersedes and is equivalent to ICTTEN604 Coordinate fault rectification and restoration of service following network outages.

Links

Companion Volume Implementation Guide is found on VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2