



Australian Government

ICTTEN407 Cut over customer premises equipment major upgrades

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 cut over major equipment and network upgrades in customer premises, and test and rectify problems.

It applies to individuals working at a supervisory level who may be in charge of installation and maintenance teams responsible for new installations and upgrades of telecommunications customer premises equipment.

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

Unit Sector

Telecommunications – Telecommunications Networks Engineering

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. Prepare for cut over	1.1 Obtain relevant legislation, codes, regulations and standards for compliance when conducting work 1.2 Notify customer for site access, security arrangements and location details of customer equipment for major upgrade 1.3 Identify site hazards and notify appropriate personnel to make site safe 1.4 Prepare cut over plan and seek approval from customer 1.5 Complete functional testing of new systems and equipment prior to cut over to minimise system downtime

ELEMENT	PERFORMANCE CRITERIA
	1.6 Notify network carrier of cut over details to prevent unnecessary alarm call-outs and reports 1.7 Organise system back-up with support personnel
2. Cut over system and equipment into service	2.1 Conduct cut over works for major system upgrade according to cut over plan with minimal disruption to customer service according to work health and safety (WHS) and environmental requirements 2.2 Conduct tests according to technical manuals and specifications to complete installation task 2.3 Analyse test results to verify system compatibility and interoperability with existing system 2.4 Rectify any problems, if required
3. Finalise work and clean up worksite	3.1 Complete documentation containing installation details and test records 3.2 Amend site records to show existing equipment layout 3.3 Organise customer training in the new or modified system 3.4 Clean up and restore site to customer satisfaction 3.5 Collect and dispose of waste material and debris according to environmental requirements 3.6 Notify customer of job completion to obtain sign-off and present with a copy of documentation

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
Writing	1.4, 3.1, 3.2, 3.6	Completes workplace documentation accurately using appropriate form and vocabulary for intended audience
Oral Communication	1.2, 1.3, 1.6, 3.6	Conveys specific messages efficiently and uses an appropriate tone and vocabulary for intended audience
Numeracy	2.3	Interprets numerical information to assist decision-making
Navigate the	1.1-1.3, 2.1, 2.2, 3.4,	Takes personal responsibility for following explicit

world of work	3.5	and implicit policies, procedures and legislative requirements relevant to own work context
Interact with others	1.4, 1.7, 3.3	Selects appropriate form, channel and mode of communication when liaising with customers and personnel on technical and operational matters
Get the work done	1.4, 1.5, 1.7, 2.1, 2.2, 2.4, 3.3	- Considers a range of complex factors when planning and completing tasks to ensure work is completed accurately and safely - Applies problem-solving processes to determine solutions for less predictable problems - Recognises and anticipates a range of problems, actively looking for early warning signs and implementing contingency plans when appropriate - Uses digital technologies and systems to complete required tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN407 Cut over customer premises equipment major upgrades	ICTTEN4073A Cut over customer premises equipment major upgrades	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>

Assessment Requirements for ICTTEN407 Cut over customer premises equipment major upgrades

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Performance Evidence

Evidence of ability to:

- develop and implement an effective cut over plan
- identify and organise resources including customer resources and access as necessary to complete cut over
- conduct cut over and relevant tests according to work health and safety (WHS) and environmental requirements
- interpret test results to identify and resolve problems
- finalise administrative tasks and initiate training.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline cut over procedures
- define customer premises' equipment CPE
- illustrate features and operating requirements of test equipment
- outline information required to operate equipment according to a test specification
- outline legislation, codes of practice and other formal agreements that impact the work activity
- explain manufacturer's requirements for safe operation of equipment
- describe specific work health and safety (WHS) requirements relating to activity and site conditions
- explain test methods and performance requirements
- describe typical issues and challenges that occur on site.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances should be typical of those experienced in the telecommunications network engineering field of work and include access to:

- a site where cut over can be conducted
- plant, tools and equipment currently used in the industry
- relevant regulatory and equipment documentation impacting work activities.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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