



**Australian Government**

# **ICTTEN407 Cut over customer premises equipment major upgrades**

**Release: 1**

# ICTTEN407 Cut over customer premises equipment major upgrades

## 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<br>1.2 Notify customer for site access, security arrangements and location details of customer equipment for major upgrade<br>1.3 Identify site hazards and notify appropriate personnel to make site safe<br>1.4 Prepare cut over plan and seek approval from customer<br>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<br>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<br>2.2 Conduct tests according to technical manuals and specifications to complete installation task<br>2.3 Analyse test results to verify system compatibility and interoperability with existing system<br>2.4 Rectify any problems, if required                 |
| 3. Finalise work and clean up worksite        | 3.1 Complete documentation containing installation details and test records<br>3.2 Amend site records to show existing equipment layout<br>3.3 Organise customer training in the new or modified system<br>3.4 Clean up and restore site to customer satisfaction<br>3.5 Collect and dispose of waste material and debris according to environmental requirements<br>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      | <ul style="list-style-type: none"> <li>Completes workplace documentation accurately using appropriate form and vocabulary for intended audience</li> </ul> |
| Oral Communication | 1.2, 1.3, 1.6, 3.6      | <ul style="list-style-type: none"> <li>Conveys specific messages efficiently and uses an appropriate tone and vocabulary for intended audience</li> </ul>  |
| Numeracy           | 2.3                     | <ul style="list-style-type: none"> <li>Interprets numerical information to assist decision-making</li> </ul>                                               |
| Navigate the       | 1.1-1.3, 2.1, 2.2, 3.4, | <ul style="list-style-type: none"> <li>Takes personal responsibility for following explicit</li> </ul>                                                     |

|                      |                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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                     | <ul style="list-style-type: none"> <li>Selects appropriate form, channel and mode of communication when liaising with customers and personnel on technical and operational matters</li> </ul>                                                                                                                                                                                                                                                                                                               |
| Get the work done    | 1.4, 1.5, 1.7, 2.1, 2.2, 2.4, 3.3 | <ul style="list-style-type: none"> <li>Considers a range of complex factors when planning and completing tasks to ensure work is completed accurately and safely</li> <li>Applies problem-solving processes to determine solutions for less predictable problems</li> <li>Recognises and anticipates a range of problems, actively looking for early warning signs and implementing contingency plans when appropriate</li> <li>Uses digital technologies and systems to complete required tasks</li> </ul> |

## Unit Mapping Information

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