



Australian Government

ICTTEN510 Undertake planned outage management

Release: 1

ICTTEN510 Undertake planned outage management

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 strategies for dealing with customers, operational staff and associated system restoration.

It applies to individuals working as network engineering staff involved with the management of planned outages resulting from the fast changeover of new and existing equipment in telecommunications networks, including digital switching and transmission, wireless and optical networks.

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 implementation of planned outage	1.1 Determine requirements and purpose of the outage from the outage plan, obtained from relevant personnel 1.2 Analyse all relevant data to determine likely impact of the outage on clients and the network 1.3 Notify customer of outage work and disruption to service 1.4 Prepare for contingencies according to contingency plan, as specified in the outage plan
2. Implement planned	2.1 Conduct and monitor outage work safely as prescribed, and

ELEMENT	PERFORMANCE CRITERIA
outage	implement contingency plan if required 2.2 Restore system to normal operational status and conduct performance tests of the system according to specifications 2.3 Analyse test results and certify system is operating to manufacturer's specifications 2.4 Notify relevant personnel of completed outage work and of service restoration
3. Undertake administrative tasks	3.1 Document problems that occurred during outage or restoration of service and report these as continuous improvement according to enterprise quality assurance policy 3.2 Complete required documentation and update records to reflect any changes made in the course of service restoration, according to enterprise policy

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, 1.2, 1.4, 2.2, 2.3, 3.1, 3.2	Identifies, analyses and evaluates technical documentation and applies appropriate strategies to construct meaning from complex texts
Writing	1.3, 2.4, 3.1, 3.2	Prepares clear and concise written reports and workplace documentation, incorporating technical language to communicate complex information clearly and effectively
Oral Communication	1.1, 1.3, 2.4	- Liaises and negotiates with customers and technical staff to ensure service level agreement requirements are known and can be met within timeframes - Employs listening and questioning techniques to confirm understanding
Numeracy	1.2, 2.3	Uses mathematical formulae to interpret technical data and make appropriate calculations to determine equipment calibrations
Navigate the world of work	2.1, 3.1, 3.2	Takes personal responsibility for adherence to organisational policies and protocols relevant to own work

Interact with others	1.1, 1.3, 2.4	Selects and uses appropriate conventions and protocols when communicating with customers and personnel in a range of work contexts
Get the work done	1.4, 2.1, 2.2	- Uses a combination of formal, logical planning processes and an increasingly intuitive understanding of context to implement outage management plans and contingency plans - Understands key principles and concepts underpinning design and operation of digital systems and tools, and applies these as required - Makes decisions quickly and intuitively in familiar situations requiring immediate attention, drawing on past experience to identify key variables and determine the best course of action - Uses analytical processes to decide on a course of action, establishing criteria for deciding between options

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN510 Undertake planned outage management	ICTTEN5092A Undertake planned outage management	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>