



Australian Government

ICTTEN604 Coordinate fault rectification and restoration of service following network outages

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 identify, analyse and resolve service faults by coordinating fault rectification. It describes strategies for dealing with customers, operational staff and associated system restoration.

It applies to individuals who have high-level technical skills and appropriate 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 – 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 restoration of client services	1.1 Evaluate relevant data to determine the nature of the fault and extent of the outage 1.2 Assess impact of the fault on network and clients, and establish priority of actions to be taken 1.3 Analyse alarm and other network data and record details according to contractual agreements and enterprise policy 1.4 Prepare an action plan to manage fault rectification and restoration to minimise impact on the network and affected customer

ELEMENT	PERFORMANCE CRITERIA
	1.5 Provide a central point for all rectification and restoration activity and information, to coordinate action and progress 1.6 Prioritise service restoration based on assessment of contractual arrangements, including service level agreements with clients 1.7 Negotiate with client's account manager regarding repair arrangements where service level agreements cannot be met
2. Implement action plan for fault rectification and service restoration	2.1 Notify all relevant personnel and departments involved in the outage, according to enterprise policy 2.2 Isolate affected alarms and monitor all associated alarms to confirm no additional problems occur 2.3 Locate and rectify fault, following action plan backed up by contingency plan according to enterprise policy 2.4 Manage repair activity with appropriate technical support and adjust resource allocations or escalate if required to ensure effective restoration of network services within a specified timeline 2.5 Reset 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 Complete administrative tasks according to enterprise instructions 3.2 Notify customers of fault rectification and service restoration according to service level agreement

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, 1.3, 1.6, 2.1, 2.3, 3.1, 3.2	Organises, evaluates and interprets technical readings, instructional material and workplace documentation from a range of complex texts
Writing	1.3, 1.4, 3.1	Prepares clear and concise workplace documentation, including reports and recommendations, incorporating technical language to communicate complex information

		clearly and effectively
Numeracy	1.1, 1.3	Analyses and synthesises highly embedded mathematical information
Interact with others	1.7, 2.4	- 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
Get the work done	1.2, 1.4-1.6, 2.2-2.6	- Uses a combination of formal, logical planning processes and an increasingly intuitive understanding of context for complex, high-impact activities with strategic implications - Uses digital systems and tools to enter, store and monitor data, and for communication purposes - 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

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN604 Coordinate fault rectification and restoration of service following network outages	ICTTEN6044A Coordinate fault rectification and restoration of service following network outages	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 ICTTEN604 Coordinate fault rectification and restoration of service following network outages

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Performance Evidence

Evidence of ability to:

- prepare an action plan to manage fault rectification and service restoration
- coordinate implementation of action plan and manage repair activities
- apply escalation procedures
- finalise the administrative and notification processes.

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 alarm conditions and areas of the network or service they impact
- clarify connections to carrier infrastructure or equipment
- summarise customer care and service level agreements and policies
- outline electrical and optical principles underpinning telecommunications
- summarise escalation procedures and list appropriate tier level contacts
- summarise legislation and licensing requirements surrounding installation of telecommunications equipment
- describe network and transmission equipment faults
- outline work health and safety (WHS) requirements and work practices relevant to fault rectification
- explain power requirements and electrical safety
- outline protection switching
- list telecommunications applications and related equipment
- provide a detailed list of relevant test equipment
- outline transmission hierarchy and switching principles
- summarise typical performance parameters and faults that may be encountered.

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 networks engineering field of work and include access to:

- sites where fault rectification and restoration of service may be conducted
- testing equipment currently used in industry
- manufacturer's and enterprise documentation.

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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