

Domain	NETWORKING	UNIT ID: 2308
Title:	Monitor information and communications technology networks	
Level: 5		Credits:10

Purpose

This unit standard is intended for those who monitor information and communications technology networks. People credited with this unit standard are able to demonstrate an understanding of Telecommunication Management Network (TMN) concepts and principles; monitor performance of ICT networks; report and record network element performance/faults/alarms/anomalies; track network related performance/faults/alarms/anomalies; and liaise co-ordinate and communicate with internal clients, customer and/or vendors.

This unit standard is intended for those who work in the networking environment.

Special Notes

1. Entry information:

Prerequisites:

- None

2. Assessment evidence may be collected from a real or a simulated workplace in which networking operations are carried out.

3. Tools and equipment may include but are not limited to computer, external devices, storage devices and other and basic computer applications.

4. Performance of all elements in this unit standard must comply with industry standards.

5. *Service-level Agreement (SLA)* - refers to a contract between a service provider and its customers that documents what services the provider will furnish and defines the service standards the provider is obligated to meet.

6. Regulations and legislation relevant to this unit standard include the following:

- Labour Act 2007(Act No 11, 2007).
- Regulations relating to the health and Safety of employees at work under Schedule 1 (2) of the Labour Act No.11 of 2007 and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this sub-field may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details

of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority on www.namqa.org and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Demonstrate an understanding of Telecommunication Management Network (TMN) concepts and principles

Performance Criteria

- 1.1 TMN network architecture is explained.
- 1.2 Network operations centre or network management centre organisational structures are listed and their roles explained according to requirements.
- 1.3 Traffic principles are listed and explained according to generic traffic rules.
- 1.4 Routing principles are listed and explained based on generic routing principles.

Element 2: Monitor performance of Information and communications technology (ICT) networks

Performance Criteria

- 2.1 Network element performance/faults/alarms/anomalies are identified and explained according to network performance rules.
- 2.2 Monitoring system is configured according to set operation standards.
- 2.3 Equipment performance parameters are explained according to system specifications.
- 2.4 Network element performance/faults/alarms/anomalies are reported according to Service Level Agreement.

Element 3: Report and record network element performance/faults/alarms/anomalies

Performance Criteria

- 3.1 Procedures on the processing of faults/alarms/anomalies are described and explained.
- 3.2 Procedures on record keeping are explained and described.
- 3.3 Prioritising of faults/anomalies and alarms are explained.
- 3.4 Gathering of information for statistical purposes is explained and described.
- 3.5 Faults/anomalies and alarms are accessed and processed according to system response and work instructions.

- 3.6 Network element performance/faults/alarms/anomalies records are generated.
- 3.7 Statistical information is gathered for analysis purposes.
- 3.8 Faults/anomalies and alarms are prioritised according to work instructions

Element 4: Track network related performance/faults/alarms/anomalies

Performance criteria

- 4.1 Feedback records are kept according to service level agreements.
- 4.2 Action to adhere to Service Level Agreement (SLA's) is taken in line with company guidelines.

Element 5: Liaise, co-ordinate and communicate with internal clients, customer and/or vendors

Performance criteria

- 5.1 Internal client/customer/vendor requirements are identified.
- 5.2 Information to internal clients, customer and vendors is communicated.

Registration Data

Subfield:	Information and Communication Technology
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