

Overview

This sub-discipline Network Planning (901) is concerned with the competencies required for network planning in order to ensure that the business has a resilient information systems network infrastructure so that data may be passed in a timely manner to support service provision.

Network infrastructure is comprised of the necessary hardware and software components that are necessary to establish any kind of network over any type of transmission medium which will support the provision of IT services, systems and assets. This requires not only technical knowledge of individual hardware and software network products and services (or any combination of these) but also the architectural principles, standards and protocols that must be applied within the development of the infrastructure.

Individuals working within this area should have a broad knowledge of all aspects of networking in order to develop plans for the development of network infrastructure services that take into consideration all areas that may affect the business.

Working in the professional network planning role (9014) is primarily focussed on delivering network infrastructure service plans and service level agreements to support optimising the organisations network infrastructure.

Performance criteria

You must be able to:

1. manage requests for network infrastructure services planning to ensure that relevant requirements are elicited from key stakeholders
2. prioritise and schedule requests for network planning within required timescales and in line with organisational procedures
3. create and maintain a range of network planning deliverables, including models, forecasts, and plans that are compatible with organisational network needs
4. contribute to setting service level agreements for network infrastructure services in line with organisational requirements
5. apply the organisations defined tools and methods for enterprise network infrastructure planning in line with organisational procedures
6. engage with key departments to determine their network infrastructure services requirements
7. evaluate options to improve the availability of systems, services and assets in line with service level agreement objectives
8. identify the implications that current and future business and customer needs will have on network infrastructure planning activities in line with organisational requirements

Knowledge and understanding

You need to know and understand:

1. the different business lines of service that utilise network infrastructure
2. the range of tools and techniques available for network planning
3. how to use and apply the tools and techniques for network planning tasks
4. how to prioritise network infrastructure services planning requests
5. how to develop a networks model and plans
6. how to measure network planning quality
7. the alignment of network infrastructure planning activities and their deliverables with business needs, service operations objectives and the service strategy
8. how to report findings from the results of monitoring the alignment of infrastructure planning activities and their deliverables with business needs, service operation objectives and service strategy
9. the measures needed in order to be proactive in network infrastructure planning
10. how to improve the availability of systems, services and assets to support service objectives
11. how to anticipate and respond to business strategy, changes to the operating model and other strategic issues that may impact upon network infrastructure supporting the organisation
12. the range of different network architectures used across the organisation

Deliver Network Infrastructure Service Plans

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