

## Overview

This sub-discipline Network Support (903) is concerned with the competencies required for network operations and support to ensure the ongoing availability of IT services, systems and assets. It includes the primary installation, implementation and optimisation of Network hardware and software.

Network support can expect to support not only the users of the systems but also to the service delivery functions. Support normally takes the form of investigation and resolution of incidents for the network infrastructure. It may also include monitoring of performance and security. Solutions to incidents and problems may be provided through advice, training, provision of new services, fault correction and other work around or modifications to the infrastructure.

Working in the lead professional network support role (9036) is primarily focussed on leading the development of the network infrastructure services support capability and strategy, including drafting and maintaining the procedures and documentation for network support operations.

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## Performance criteria

### You must be able to:

1. draft and maintain the service operations and event management standard operating procedures in line with organisational requirements
2. direct the network operations and support team to deliver effective network infrastructure support
3. identify relevant implications for an organisations operational effectiveness, brand and reputation that may result from network issues and failure
4. define specific and relevant events and operations metrics to inform the procedures
5. perform network support skills and training needs analysis in line with organisational standards
6. train the network support team in the delivery of network implementation and support in line with organisational needs
7. document the procedures, tools and techniques that apply to network operations activities in line with organisational procedures
8. document the procedures to escalate network events on network activity in line with organisational procedures
9. provide regular and ad hoc reports on the status of network operations in line with organisational service level standards
10. provide lessons learned reports on any significant network performance issues or failure in line with organisational procedures
11. lead appropriate investment proposals to ensure improvements to enterprise network infrastructure services

## Knowledge and understanding

You need to know and  
understand:

1. the fundamental concepts of network infrastructure operations management and how to apply them
2. the broad network infrastructure needs of the organisation
3. how to develop a network operations management and support strategy
4. how to communicate the network operations management and support strategy to stakeholders
5. what is meant by network operations management and a network infrastructure event
6. how to create network infrastructure operations management and support quality framework and metrics
7. the role of network service operations and event management in ensuring the provision of network infrastructure, services and assets to agreed service levels
8. the potential implications of not taking appropriate action in response to network infrastructure failure
9. the latest developments in network operations management and support methods and tools
10. how to develop and conducting appropriate internal training for network operations management and support
11. how to make an investment proposal relating to network infrastructure services
12. how to review the network operations management and support team capability
13. how to develop a sustainable network operations management and support capability



Lead the Delivery of the Network Infrastructure Services Support Capability and Strategy

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