
Overview

This standard is concerned with configuring and operating remote monitoring for digital Telecommunications systems. This includes responding to alarms, producing fault tickets, and performing diagnosis and mitigations.

Performance criteria

You must be able to:

1. Configure remote monitoring equipment and alarms in line with organisational standards
2. Undertake remote monitoring of telecoms network systems to check monitors for error conditions in line with organisational standards
3. Produce and update electronic fault tickets for all telecoms network alarms in line with organisational standards
4. Diagnose root cause of telecoms network alarms in line with organisational standards
5. Assign or escalate the resolution of faults identified by remote monitoring in line with organisational standards
6. Document all events reported via remote telecoms network management systems in line with organisational standards
7. Maintain logs of faults identified and repairs undertaken

Knowledge and understanding

You need to know and understand:

1. The operating principles of telecoms networks, including: domain, routing, gateways, other network protocols, TCP/IP, and transport layer security (TLS)
2. The common performance issues and errors that can occur in telecoms networks and how to identify these through remote monitoring techniques
3. The industry standard telecoms network management and remote monitoring tools and techniques
4. The procedure to follow to produce fault tickets for digital telecoms events identified through remote monitoring
5. Why it is necessary to identify and interpret trends from monitoring graphs, usage and network performance data
6. The need to apply troubleshooting and problem solving techniques to investigating telecoms network system events
7. The procedure to follow to implement remote monitoring tools to ensure all telecoms systems performance and event data is captured
8. The organisation's standards for remote monitoring of digital telecommunications equipment

TECIS11013011

Perform remote monitoring of digital telecommunications equipment



Developed by Tech Partnership

Version Number 1

Date Approved March 2018

Indicative Review Date November 2020

Validity Current

Status Original

Originating Organisation Tech Partnership

Original URN TECIS11013011

Relevant Occupations Information and Communication Technology Professionals; Information and Communication Technology; Information and Communication Technology Officer

Suite IT and Telecoms

Keywords Telecommunications, Telecoms, Radio
