

Overview

This standard is about leading and managing network infrastructure services.

Network managers lead teams responsible for delivering and maintaining technical network infrastructure services. They provide expertise in network design, implementation, and support, guiding their colleagues effectively.

Their responsibilities include ensuring the reliability and security of the network environment, and alignment with service requirements, policies, and Service Level Agreements (SLAs). Additionally, they lead the development of network infrastructure services strategy and policies, while also ensuring team competency meets organisational needs.

This standard is for those who need to lead and manage network infrastructure services as part of their duties.

Performance criteria

You must be able to:

1. Lead network design, implementation, and support teams to provide efficient network operations in line with Service Level Agreements (SLAs)
2. Oversee activities within network services teams to uphold quality standards in line with organisational frameworks and metrics
3. Provide advice to senior management on network issues and future-proofing strategies to sustain optimal network performance
4. Provide expert technical expertise and guidance to colleagues across the organisation
5. Champion continuous improvements across all facets of network services, fostering a culture of innovation
6. Lead the evaluation of network design, implementation, and support teams' capabilities to identify and plan training requirements
7. Develop and deliver comprehensive reports and investment proposals regarding network infrastructure services, covering design, implementation, and operations, to senior management
8. Formulate network infrastructure policies and operating procedures to effectively support network operations

Knowledge and understanding

You need to know and understand:

1. The core concepts of designing, implementing, and supporting network infrastructure services
2. The importance of assuming responsibility for the network infrastructure delivery of organisational services, applications, and data
3. The responsibilities involved in monitoring and managing network infrastructure services and systems
4. How to identify and specify the network infrastructure service requirements for an organisation
5. The principles of networks, network devices, firewalls, internet connectivity, backups, security protocols, remote working, and third-party connectivity
6. How to develop network operations management strategies and policies, and effectively communicate them to stakeholders
7. How to create a quality framework and metrics for assessing network infrastructure services
8. How to lead, develop, and manage network infrastructure teams to deliver network operations efficiently and effectively
9. How to deliver improvements to network infrastructure services
10. How network infrastructure availability, capacity, and security align with organisational requirements and Service Level Agreements (SLAs)
11. The potential consequences of not addressing network infrastructure issues promptly and effectively
12. The importance of keeping updated with the latest developments in network infrastructure design, implementation, and support methods and tools
13. How to assess current capabilities to identify skills gaps to provide training needs analysis for network infrastructure implementation and support teams
14. How to create investment proposals related to upgrades in network infrastructure services
15. The steps involved in implementing continuous improvement of network infrastructure services and how to apply them
16. How to develop documentation and reports on network infrastructure capabilities, issues, and future requirements for senior management teams

TECDT90251



Lead network infrastructure services

Developed by	ODAG
Version Number	1
Date Approved	29 Mar 2024
Indicative Review Date	01 Apr 2027
Validity	Current
Status	Original
Originating Organisation	ODAG
Original URN	TECDT90251
Relevant Occupations	Information and Communication Technology Professionals
Suite	IT(Networking)
Keywords	network lead, network engineering, infrastructure engineering, network manager
