

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Operations and User Support					
TSC Title	Infrastructure Support					
TSC Description	Provide services to end users by systematically identifying, classifying and troubleshooting technical issues and incidents that disrupt and impact their day-to-day business activities, within a specified timeframe. This also includes implementing an end-to-end problem management process to analyse underlying problems, advising on infrastructure related upgrades and improvements and developing user guides and training materials					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ICT-OUS-1007-1.1	ICT-OUS-2007-1.1	ICT-OUS-3007-1.1	ICT-OUS-4007-1.1		
	Follow a fixed set of procedures to execute basic infrastructure administration and support	Analyse issues or incidents encountered by users and conduct troubleshooting, and roll out upgrades	Diagnose, troubleshoot and provide end-to-end management of infrastructure disruptions or technical issues encountered by users, and plan infrastructure upgrade activities	Develop plans and retain accountability for maximising service quality, speed and availability in infrastructure administration and support activities		
Knowledge	<ul style="list-style-type: none"> Basic infrastructure administration techniques Commonly-encountered technical issues or problems Basic troubleshooting steps for infrastructure problems 	<ul style="list-style-type: none"> Basic infrastructure configuration and administration techniques General types of technical issues or problems Basic troubleshooting tools and techniques for infrastructure technical issues and problems Interpretation of infrastructure upgrade plan 	<ul style="list-style-type: none"> Diagnostic tools and processes to identify technical issues or disruptions in network infrastructure Infrastructure and network configuration techniques Troubleshooting techniques for infrastructure technical issues and problems Potential benefits and impact of infrastructure upgrades Sources of information and content for user guides and materials Types of system tests and their purpose 	<ul style="list-style-type: none"> Resource requirements and management for infrastructure support activities Techniques and processes to investigate causes and impact of disruptions Solution development techniques and processes for technical issues Cost-benefit analysis of infrastructure upgrades and changes Critical user information in relation to infrastructure administration 		
Abilities	<ul style="list-style-type: none"> Identify technical issues and problems in a timely and accurate manner Record incidents according to standard protocols and incident 	<ul style="list-style-type: none"> Analyse incidents or technical issues that impact infrastructure operations Conduct troubleshooting for infrastructure and 	<ul style="list-style-type: none"> Diagnose underlying technical problems or issues causing incidents and disruptions in infrastructure and network operations 	<ul style="list-style-type: none"> Retain accountability for ensuring best possible levels of infrastructure support service quality and availability 		

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	<p>management frameworks</p> <ul style="list-style-type: none"> Classify incidents and requests according to predetermined categories Conduct basic troubleshooting for commonly-encountered infrastructure and network-problems Follow a fixed set of procedures and instructions to execute simple, routine tasks related to infrastructure administration and support Follow well-defined instructions and procedures from an action plan to carry out basic activities supporting network upgrade 	<p>network-problems of low to mid-level complexity</p> <ul style="list-style-type: none"> Apply operational procedures from developed user guides to respond to ad-hoc user requests Resolve technical issues or problems for end users within a defined turnaround time Execute routine tasks related to the administration, configuration and support of infrastructure, in line with broad guidelines Apply guidelines and processes from an action plan to carry out tasks and activities outlined in infrastructure upgrade plan Identify warning indicators or significant declines in system and network performance following the roll out of upgrades or updates 	<ul style="list-style-type: none"> Implement problem management procedures to resolve root causes of infrastructure-related incidents Provide end-to-end management of technical issues and problems encountered by users, within an agreed timeframe Perform infrastructure configuration and support activities at a higher level of difficulty or complexity Develop an action plan and timeline for infrastructure upgrade activities Propose ideas for infrastructure related upgrades and improvements based on current and future user needs Test infrastructure systems in advance to assess impact of potential upgrades or updates on performance level Organise information for the development of user guides and training materials for infrastructure administration activities 	<ul style="list-style-type: none"> Investigate highly complex technical issues or disruptions in infrastructure or network operations Establish robust problem management process to restore smooth operations of IT infrastructure with minimal resolution time and impact of incidents on business operations Develop effective and sustainable solutions to address technical problems or issues Establish processes and manage resources to enable execution of infrastructure administrative and support activities Evaluate costs and benefits of proposed ideas for infrastructure-related upgrades against current and future business requirements Formulate a roadmap for infrastructure upgrades and improvements Develop user guides and training materials for infrastructure administration activities 		
Range of Application	<p>Types of networks may include but are not limited to:</p> <ul style="list-style-type: none"> LAN network (e.g., SOHO network, WLAN) Radio network Telecommunications network Next generation network (NGN) Wide area network (WAN) Cloud based network 					

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