



Qualifications Pack For Transmission Engineer

|             |                          |                                    |                  |          |
|-------------|--------------------------|------------------------------------|------------------|----------|
| Job Details | Qualifications Pack Code | TEL/Q6203                          |                  |          |
|             | Job Role                 | Transmission Engineer              |                  |          |
|             | Credits NSQF             | 6                                  | Version number   | 1.0      |
|             | Sector                   | Telecom                            | Drafted on       | 26/04/13 |
|             | Sub-sector               | Network Managed Services           | Last reviewed on | 29/04/15 |
|             | Occupation               | Network Operations and Maintenance | Next review date | 31/05/17 |
|             | NSQF Clearance on        | 20 – 07 - 2015                     |                  |          |

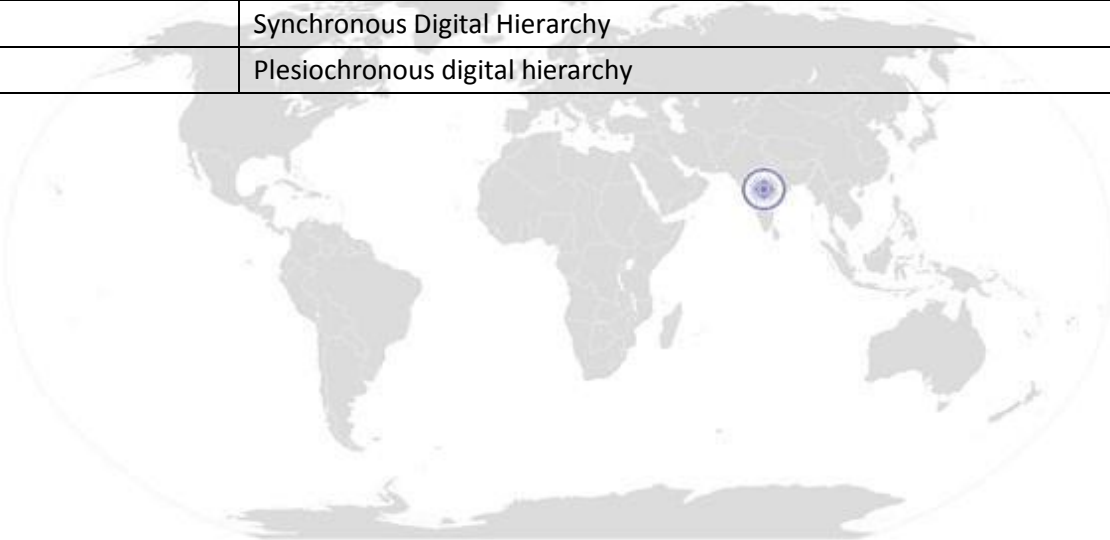
| Job Role   | Transmission Engineer   |
|--|---|
| Role Description                                 | Transmission Engineer is responsible for maintaining uptime and quality of the network (both media & equipment) segment assigned to him by undertaking periodic preventive maintenance activities. He is to also ensure effective fault management in case of fault occurrence and periodic upgrades, capacity augmentation of transmission network as per transmission plan with no/ minimal disruption of services  |
| NSQF level                                       | 6   |
| Minimum Educational Qualifications*              | Diploma   |
| Maximum Educational Qualifications*              | Bachelor in Technology (Electronics, Computer Science, IT..... and related field)   |
| Training   | Training on Transmission Network Management System; Company specific trainings (equipment and software) based on make of transmission equipments deployed   |
| Minimum Job Entry Age                            | 24 Years  |
| Experience                                       | Worked as LOS surveyor for minimum 2-3 years  |
| Applicable National Occupational Standards (NOS) | <p>Click to open the below hyperlinks</p> <p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>1. TEL/N6212 (<a href="#">Coordinate preventive maintenance of Transmission nodes</a>)</li> <li>2. TEL/N6213 (<a href="#">Coordinate fault management of Transmission nodes</a>)</li> <li>3. TEL/N6214 (<a href="#">Undertake upgrade, capacity augmentation and addition/ deletion of new nodes in Transmission network</a>)</li> </ol> <p><b>Optional:</b></p> <ol style="list-style-type: none"> <li>4. NA</li> </ol> |
| Performance Criteria                             | As described in the relevant OS units   |

## Qualifications Pack For Transmission Engineer

| Definitions                   | Keywords /Terms  | Description   |
|-------------------------------|--|---|
|                               | Sector   | Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.   |
|                               | Sub-sector   | Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.  |
|                               | Occupation   | Occupation is a set of job roles, which perform similar/related set of functions in an industry.  |
|                               | Function   | Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.                                      |
|                               | Job Role   | Job role defines a unique set of functions that together form a unique employment opportunity in an organization.   |
|                               | OS   | OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts. |
|                               | Performance Criteria   | Performance Criteria are statements that together specify the standard of performance required when carrying out a task.  |
|                               | NOS  | NOS are Occupational Standards which apply uniquely in the Indian context.  |
|                               | Qualifications Pack Code   | Qualifications Pack Code is a unique reference code that identifies a qualifications pack.  |
|                               | Qualifications Pack  | Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.   |
|                               | Unit Code  | Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.   |
|                               | Unit Title   | Unit Title gives a clear overall statement about what the incumbent should be able to do.   |
|                               | Description  | Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.  |
|                               | Knowledge and Understanding  | Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.   |
| Organizational Context        | Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.   |   |
| Technical Knowledge           | Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.   |   |
| Core Skills or Generic Skills | Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS , these include communication related skills that are applicable to most job roles. |   |

*Qualifications Pack For Transmission Engineer*

| Acronyms | Keywords /Terms                  | Description                    |
|----------|----------------------------------|--------------------------------|
|          | BTS                              | Base Transceiver Station       |
|          | FM Engineer                      | Field Maintenance Engineer     |
|          | IF cable                         | Intermediate Frequency cable   |
|          | MMU                              | Man-Machine Unit               |
|          | OHS                              | Organizational Health & Safety |
|          | RF cable                         | Radio Frequency Cable          |
|          | SHE                              | Safety, Health & Environment   |
|          | IN                               | Intelligent Network            |
|          | VAS                              | Value Added Services           |
|          | BSC                              | Base Station Controller        |
|          | MUX                              | Multiplexer                    |
|          | SDH                              | Synchronous Digital Hierarchy  |
| PDH      | Plesiochronous digital hierarchy |                                |



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# National Occupational Standard



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## Overview

**This unit is about carrying out preventive maintenance of transmission nodes to ensure network availability and high quality network transmission**

## Coordinate preventive maintenance of Transmission nodes

|   |  |
|---|--|
| <b>Unit Code</b>                                  | <b>TEL/N6212</b>   |
| <b>Unit Title<br/>(Task)</b>                      | <b>Coordinate preventive maintenance of Transmission nodes</b>   |
| <b>Description</b>                                | This unit is about carrying out preventive maintenance of transmission nodes to ensure network uptime and high quality network transmission  |
| <b>Scope</b>                                      | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Obtain preventive maintenance schedule</li> <li>• Coordinate preventive maintenance of transmission nodes (microwave and optical nodes)</li> <li>• Reporting and documenting the status at the end of scheduled activity</li> </ul>   |
| <b>Performance Criteria (PC) w.r.t. the Scope</b> |  |
| <b>Element</b>                                    | <b>Performance Criteria</b>  |
| <b>Obtain schedule &amp; notify NOC</b>           | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure maintenance of site folder containing site capacity, topology and spots (microwave frequency used)</p> <p>PC2. obtain the preventive maintenance schedule and the corresponding checklist from the supervisors</p> <p>PC3. obtain network reports of the previous day from OSS and review network performance on defined parameters</p> <p>PC4. suggest appropriate changes to the planned maintenance schedule considering criticality, capacity, frequency of fading faults, configuration changes</p> <p>PC5. assess the potential impact of the proposed maintenance on customers and network and plan for possible outage or deferral of maintenance</p> <p>PC6. ensure Network Operating Centre (NOC) is notified prior to undertaking the maintenance activities</p> |
|   | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure necessary tools and test equipments are available with the field team</p> <p>PC2. ensure that equipment specific software are installed in the laptop device of field team</p> <p>PC3. ensure that the software versions are current and ready to use</p> <p>PC4. ensure availability of spare hardware equipments like radio, microwave, fiber and raise request for spares, in case the same are not available</p> <p>PC5. ensure that faulty equipments are sent to logistics team for repair and replacement</p>  |
| <b>Arrange for tools and spares</b>               |  |

*Coordinate preventive maintenance of Transmission nodes*

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| <p><b>Conduct/ Co-ordinate maintenance activity</b></p> | <p>PC6. conduct/ coordinate performance of maintenance activities on periodic basis (monthly, quarterly, half yearly)</p> <p>PC7. obtain performance dump of the transmission nodes from the NOC team and monitor signal strength, CRCbit error percentage, and other KPIs</p> <p>PC8. optimize signal parameters to ensure that they stay within the designed values</p> <p>PC9. review media errors in transmission</p> <p>PC10. ensure adequacy of redundancy for critical network elements like - IN/ Core/ BSC/ VAS nodes</p> <p>PC11. ensure completion of maintenance activities like antenna re-alignment, checking of connectors of IF, RF cables at BSS location by coordinating with the FM engineers</p> <p>PC12. ensure remote support is provided to the field team/ FM engineers while the change activities are carried out</p> <p>PC13. ensure timely completion of maintenance activity by monitoring activities performed by the field engineers</p> <p>PC14. ensure compliance to enterprise policy while escalating instances of delays</p> |
| <p><b>Test effectiveness &amp; close activity</b></p>   | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. confirm effectiveness of the maintenance process, by monitoring site's alarm status in co-ordination with the NOC team</p> <p>PC2. ensure completion of administrative jobs like site clearance, return of test equipments</p>   |
| <p><b>Health and Safety</b></p>                         | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure compliance with site risk control, OHS, environmental and quality requirements as per company's norms</p> <p>PC2. ensure that work is carried out in accordance to the level of competence and legal requirements</p> <p>PC3. ensure that hazards associated with the workplace that have not been previously controlled, are reported in accordance with appropriate procedures</p> <p>PC4. ensure compliance with all organizational security arrangements (like using valid ID cards) and approved procedures</p> <p>PC5. use and maintain protective equipment according to work requirements</p> <p>PC6. ensure availability of first aid box at site</p> <p>PC7. ensure escalation of safety incidents to relevant authorities as per guidelines</p>  |
| <p><b>Report &amp; Record</b></p>                       | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure all relevant parties (including BSS/ BTS support engineer, NOC team, other supervisors) are notified of the results of the maintenance activities and</p>   |

*Coordinate preventive maintenance of Transmission nodes*

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|   | <p>the sign-off is obtained from relevant personnel</p> <p>PC2. ensure that documents that are required to be updated are identified</p> <p>PC3. ensure completion of routine maintenance logs, activity logs and spare tracker within stipulated timelines</p> <p>PC4. ensure that documents are available to all appropriate authorities to inspect</p>  |
| <b>Knowledge and Understanding (K)</b>  |  |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. risk and impact of not following defined procedures/work instructions</p> <p>KA2. escalation matrix for reporting identified incidents, troubles and/ or emergencies e.g. system failures ,fire and power failures</p> <p>KA3. types of documentation in organization and importance of the same</p> <p>KA4. records to be maintained and implications of non-maintenance of the same</p> <p>KA5. process for obtaining sign-off post completion of the maintenance activities</p> <p>KA6. knowledge of spare management and repair &amp; return process for faulty equipments</p> <p>KA7. SHE and OHS guidelines and regulations as per company's norms</p> <p>KA8. protection equipments (anti-static bands, anti-static packaging, appropriate insulations) that are required to be used</p> <p>KA9. first aid requirements in case of electrical shocks, cuts, fall from height and other common injuries</p> <p>KA10. electrical hazards and precautionary measures</p> <p>KA11. usage of fire safety equipments</p>  |
| <p><b>B. Technical Knowledge</b></p>  | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. network topology like ring structure, daisy chain structure and their traffic handling capabilities and characteristics</p> <p>KB2. functionality of telecommunication network transmission nodes like transmission equipments (Multiplexers, Microwave radio - TDM and IP based); transmission medium (Optical and microwave), transmission technology (SDH and PDH)</p> <p>KB3. functionality of transmission media test equipment (Optical light meter, power meter, Optical Time Domain Reflectometer - OTDR)</p> <p>KB4. equipment specific O&amp;M softwares like MiniLink for Ericsson, NEC Passo</p> <p>KB5. cables (RJ45, RS232, and Hi-Speed USB) to login to MMU/ IDU cards</p> <p>KB6. knowledge of Optical fiber characteristics like refraction, polarization, attenuation, dispersion</p> <p>KB7. bands in optical fibre and their usability, loss characteristics</p> <p>KB8. signal strength and quality KPIs – design values and margins</p> <p>KB9. transmission Network Monitoring System</p> <p>KB10. fresnel zone analysis (LOS survey) and microwave survey</p> |



## Coordinate preventive maintenance of Transmission nodes

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|   | KB11. standard troubleshooting activities that are performed at transmission nodes   |
| <b>Skills (S)</b>   |  |
| <b>A. Core Skills/<br/>Generic Skills</b>   | <b>Communication Skills</b>  |
|   | The user/ individual on the job needs to know and understand how to:   |
|   | SA1. liaise and coordinate with third party vendors<br>SA2. communicate with supervisor<br>SA3. communicate in the local language  |
|   | <b>Project Management Skills</b>   |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SA4. prioritize and execute tasks in a high-pressure environment and handle high pressure situations<br>SA5. handle multiple tasks and completing them successfully within due timelines<br>SA6. use and maintain resources efficiently and effectively  |
|   | <b>Analytical Skills</b>   |
| The user/individual on the job needs to know and understand how to:   |  |
| SA7. keep up to date with new technology<br>SA8. interpret reports, readings and numerical data<br>SA9. think through to address complex problems<br>SA10. source technical information by researching enterprise website or manufacturer's technical documentation                                 |  |
| <b>Other Skills</b>   |  |
| The user/individual on the job needs to know and understand how to:   |  |
| SA11. maintain security of site records and other confidential data<br>SA12. create and maintain effective working relationships and team environment<br>SA13. take initiatives and progressively assume increased responsibilities<br>SA14. share knowledge with other team members and colleagues |  |
| <b>B. Professional Skills</b>   | <b>Equipment operating Skills</b>  |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SB1. operate transmission equipments like Microwave (TDM and IP based) radio, multiplexers, antennas and work on SDH and PDH transmission technology<br>SB2. operate equipment specific O&M softwares like MiniLink for Ericsson, NEC Passo<br>SB3. utilize appropriate fiber like single mode and multi mode optical fibre based on |

*Coordinate preventive maintenance of Transmission nodes*

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|  | specific requirements   |
|  | SB4. utilize appropriate optical test equipments like OTDR, power meter, light meter based on test requirements |
|  | SB5. connect appropriate login cables (RJ45, RS232, and Hi-Speed USB ) to log on to the transmission nodes      |
|  | SB6. re-route traffic in case of link failure   |
|  | SB7. perform Fresnel zone/ Microwave survey and prepare survey reports in an appropriate manner                 |
|  | SB8. provision STMs and E1s in appropriate way  |
|  | <b>Technical interpretation Skills</b>  |
|  | The user/individual on the job needs to know and understand how to:   |
|  | SB9. interpret OTDR, power meter, light meter test results to localize faults                                   |
|  | SB10. interpret results of LOS/ Fresnel zone surveys  |
|  | SB11. analyze transmission performance reports and identify instances of signal attenuation/ fading             |
|  | SB12. interpret optical connectivity/ link testing results to ensure link margins                               |



## NOS Version Control

|                            |                          |                         |          |
|----------------------------|--------------------------|-------------------------|----------|
| <b>NOS Code</b>            | TEL /N6212               |                         |          |
| <b>Credits NSQF</b>        | 6                        | <b>Version number</b>   | 1.0      |
| <b>Industry</b>            | Telecom                  | <b>Drafted on</b>       | 26/04/13 |
| <b>Industry Sub-sector</b> | Network Managed Services | <b>Last reviewed on</b> | 29/04/15 |
|                            |                          | <b>Next review date</b> | 31/05/17 |



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# National Occupational Standard



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## Overview

**This unit is about carrying out corrective maintenance/ fault management at transmission nodes to ensure network availability and high quality network transmission**

|   |   |
|---|---|
| <b>Unit Code</b>                                  | <b>TEL/N6213</b>  |
| <b>Unit Title (Task)</b>                          | <b>Coordinate corrective maintenance/ fault management of transmission nodes</b>  |
| <b>Description</b>                                | This unit is about carrying out corrective maintenance/ fault management at transmission nodes to ensure network availability and high quality network transmission   |
| <b>Scope</b>                                      | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure timely response to the network alarms/ NOC instructions</li> <li>• Carry out diagnostic tests and coordinate with NOC in case of fibre failure</li> <li>• Rectify fault condition or escalate in case additional technical support is required</li> <li>• Reporting and documenting the status of the activity</li> </ul>   |
| <b>Performance Criteria (PC) w.r.t. the Scope</b> |   |
| <b>Element</b>                                    | <b>Performance Criteria</b>   |
| <b>Respond to Network Alarm/ NOC instructions</b> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain alarm information from the NOC team and determine alarm severity, SLAs and the affected network elements</p> <p>PC2. ensure understanding of nature of alarms, and provide information to/ seek advice from relevant parties to identify the problem and root-cause of the alarm</p> <p>PC3. analyze network topology and prioritise actioning on alarms based on their service impact</p>   |
| <b>Arrange for tools and spares</b>               | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure necessary tools and test equipments are available with the field team</p> <p>PC2. ensure that equipment specific software are installed in the laptop device of the field team</p> <p>PC3. ensure that the software versions are current and ready to use</p> <p>PC4. ensure availability of spare hardware equipments like radio, microwave, fiber and raise request for spares, in case the same are not available</p> <p>PC5. ensure that faulty equipments are sent to logistics team for repair and replacement</p> |
| <b>Identify &amp; rectify faults</b>              | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure coordination with the field engineers for performance of fault correction activity at transmission nodes</p>   |

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|   | <p>PC2. based on the alarm/ other indicators determine the fault details</p> <p>PC3. in case optical fiber faults, ensure coordination with optical NOC to rectify the fault</p> <p>PC4. ensure in coordination with the NOC team that traffic is re-routed in case of transmission system failures</p> <p>PC5. in case of non-fibre alarm coordinate with the field engineers to diagnose the root cause of alarm</p> <p>PC6. determine the options to rectify the fault and confirm with supervisors and fibre NOC if required</p> <p>PC7. ensure a contingency plan is in place to handle transmission system failures</p> <p>PC8. ensure timely completion of fault rectification by monitoring activities performed by the field engineers</p> <p>PC9. ensure compliance to enterprise policy while escalating unresolved faults/ instances of delays</p> |
| <p><b>Test effectiveness &amp; close activity</b></p> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. confirm effectiveness of the maintenance process, by monitoring site's alarm status in co-ordination with the NOC team</p> <p>PC2. ensure completion of administrative jobs like site clearance, return of test equipments</p>   |
| <p><b>Health and Safety</b></p>                       | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC3. ensure compliance with site risk control, OHS, environmental and quality requirements as per company's norms</p> <p>PC4. ensure that work is carried out in accordance to the level of competence and legal requirements</p> <p>PC5. ensure that hazards associated with the workplace that have not been previously controlled, are reported in accordance with appropriate procedures</p> <p>PC6. ensure compliance with all organizational security arrangements (like using valid ID cards) and approved procedures</p> <p>PC7. use and maintain protective equipment according to work requirements</p> <p>PC8. ensure availability of first aid box at site</p> <p>PC9. ensure escalation of safety incidents to relevant authorities as per guidelines</p>              |
| <p><b>Report &amp; Record</b></p>                     | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure all relevant parties (including BSS/ BTS support engineer, NOC team, other supervisors) are notified of the results of the fault management/ corrective maintenance activities and the sign-off is obtained</p> <p>PC2. ensure that documents that are required to be updated are identified</p>  |

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|   | <p>PC3. ensure completion of routine maintenance logs, activity logs and spare tracker within stipulated timelines</p> <p>PC4. ensure that documents are available to all appropriate authorities to inspect</p>   |
| <b>Knowledge and Understanding (K)</b>  |  |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. risk and impact of not following defined procedures/work instructions</p> <p>KA2. escalation matrix for reporting identified incidents, troubles and/ or emergencies e.g. system failures ,fire and power failures</p> <p>KA3. types of documentation in organization and importance of the same</p> <p>KA4. records to be maintained and implications of non-maintenance of the same</p> <p>KA5. process for obtaining sign-off post completion of the maintenance activities</p> <p>KA6. knowledge of spare management and repair &amp; return process for faulty equipments</p> <p>KA7. SHE and OHS guidelines and regulations as per company's norms</p> <p>KA8. protection equipments (anti-static bands, anti-static packaging, appropriate insulations) that are required to be used</p> <p>KA9. first aid requirements in case of electrical shocks, cuts, fall from height and other common injuries</p> <p>KA10. electrical and chemical related hazards and precautionary measures</p> <p>KA11. usage of fire safety equipments</p>   |
| <p><b>B. Technical Knowledge</b></p>  | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. network topology like ring structure, daisy chain structure and their traffic handling capabilities and characteristics</p> <p>KB2. functionality of telecommunication network transmission nodes like transmission equipments (Multiplexers, Microwave radio - TDM and IP based); transmission medium (Optical and microwave), transmission technology (SDH and PDH)</p> <p>KB3. functionality of transmission media test equipment (Optical light meter, power meter, Optical Time Domain Reflectometer - OTDR)</p> <p>KB4. equipment specific O&amp;M softwares like MiniLink for Ericsson, NEC Passo</p> <p>KB5. cables (RJ45, RS232, and Hi-Speed USB) to login to MMU/ IDU cards</p> <p>KB6. knowledge of Optical fiber characteristics like refraction, polarization, attenuation, dispersion</p> <p>KB7. bands in optical fibre and their usability, loss characteristics</p> <p>KB8. signal strength and quality KPIs – design values and margins</p> <p>KB9. transmission Network Monitoring System</p> <p>KB10. fresnel zone analysis (LOS survey) and microwave survey</p> <p>KB11. standard troubleshooting activities that are performed at transmission nodes</p> <p>KB12. knowledge of alarm types, resolution and remedy SLAs and escalation matrix</p> |

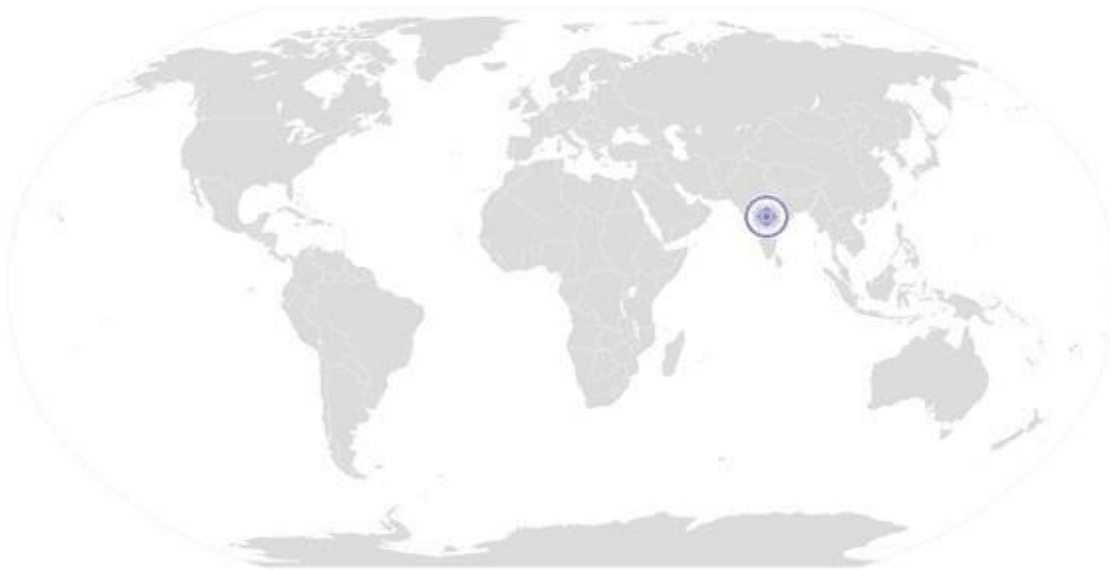
|   |  |
|---|--|
|   | KB13. implications for non response to tickets within defined SLAs   |
| <b>Skills (S)</b>   |  |
| <b>A. Core Skills/<br/>Generic Skills</b>   | <b>Communication Skills</b>  |
|   | The user/ individual on the job needs to know and understand how to:   |
|   | SA1. liaise and coordinate with third party vendors<br>SA2. communicate with supervisor<br>SA3. communicate in the local language  |
|   | <b>Project Management Skills</b>   |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SA4. prioritize and execute tasks in a high-pressure environment and handle high pressure situations<br>SA5. handle multiple tasks and completing them successfully within due timelines<br>SA6. use and maintain resources efficiently and effectively  |
|   | <b>Analytical Skills</b>   |
|   | The user/individual on the job needs to know and understand how to:  |
| SA7. keep up to date with new technology<br>SA8. interpret reports, readings and numerical data<br>SA9. think through to address complex problems<br>SA10. source technical information by researching enterprise website or manufacturer's technical documentation                                 |  |
| <b>Other Skills</b>   |  |
| The user/individual on the job needs to know and understand how to:   |  |
| SA11. maintain security of site records and other confidential data<br>SA12. create and maintain effective working relationships and team environment<br>SA13. take initiatives and progressively assume increased responsibilities<br>SA14. share knowledge with other team members and colleagues |  |
| <b>B. Professional Skills</b>   | <b>Equipment operating Skills</b>  |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SB1. operate transmission equipments like Microwave (TDM and IP based) radio, multiplexers, antennas and work on SDH and PDH transmission technology<br>SB2. operate equipment specific O&M softwares like MiniLink for Ericsson, NEC Passo<br>SB3. utilize appropriate fiber like single mode and multi mode optical fibre based on specific requirements |



|  |  |
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|  | <p>SB4. utilize appropriate optical test equipments like OTDR, power meter, light meter based on test requirements</p> <p>SB5. connect appropriate login cables (RJ45, RS232, and Hi-Speed USB ) to log on to the transmission nodes</p> <p>SB6. re-route traffic in case of link failure</p> <p>SB7. perform Fresnel zone/ Microwave survey and prepare survey reports in an appropriate manner</p> <p>SB8. provision STMs and E1s in appropriate way</p> |
|  | <b>Technical interpretation skills</b>   |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. interpret OTDR, power meter, light meter test results to localize faults</p> <p>SB10. interpret results of LOS/ Fresnel zone surveys</p> <p>SB11. analyze transmission performance reports and identify instances of signal attenuation/ fading</p> <p>SB12. interpret optical connectivity/ link testing results to ensure link margins</p>                            |
|  | <b>Problem solving skills</b>  |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. troubleshoot common equipment and network related problems</p> <p>SB14. utilize appropriate tools and commands to rectify faults</p> <p>SB15. utilize appropriate communication channels to escalate unresolved problems to relevant personnel</p> <p>SB16. analyze service impact of the fault to prioritize actioning on alarms</p>                                  |

## NOS Version Control

|                            |                          |                         |          |
|----------------------------|--------------------------|-------------------------|----------|
| <b>NOS Code</b>            | TEL /N6213               |                         |          |
| <b>Credits NSQF</b>        | 6                        | <b>Version number</b>   | 1.0      |
| <b>Industry</b>            | Telecom                  | <b>Drafted on</b>       | 26/04/13 |
| <b>Industry Sub-sector</b> | Network Managed Services | <b>Last reviewed on</b> | 29/04/15 |
|                            |                          | <b>Next review date</b> | 31/05/17 |



TEL/N6214

*Undertake upgrade, capacity augmentation and addition/ deletion of new nodes  
in Transmission network*

# National Occupational Standard



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## Overview

**This unit is about carrying out change management activities (system upgrade/ transmission capacity augmentation/ re-alignment etc.) for transmission nodes**

TEL/N6214

Undertake upgrade, capacity augmentation and addition/ deletion of new nodes in Transmission network

I Occupational Standard

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| <b>Unit Code</b>  | <b>TEL/N6214</b>  |
| <b>Unit Title (Task)</b>  | <b>Undertake upgrade, capacity augmentation and addition/ deletion of new nodes in Transmission network</b>   |
| <b>Description</b>  | This unit is about carrying out change management activities (system upgrade/ transmission capacity augmentation/ re-alignment etc.) for transmission nodes   |
| <b>Scope</b>  | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure timely response to the change work orders</li> <li>• Implement change work order and test effectiveness of change</li> <li>• Reporting and documenting the status</li> </ul>  |
| <b>Performance Criteria (PC) w.r.t. the Scope</b>                   |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Determine change/ configuration requirements</b>                 | To be competent, the user/individual on the job must be able to:  |
|   | <p>PC1. receive change requests from the relevant teams (NOC, change management, network planning team etc.)</p> <p>PC2. identify criticality and timelines for carrying out the changes</p> <p>PC3. develop work plan and identify dependencies if any</p> <p>PC4. assess the potential impact of the proposed activity and plan for possible outage condition or deferral of the activity</p> <p>PC5. ensure that Network Operating Centre (NOC) is notified prior to undertaking the change activities</p> |
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| <b>Arrange for tools and spares</b>                                 | To be competent, the user/individual on the job must be able to:  |
|   | <p>PC1. ensure availability of necessary tools and test equipments with the field team</p> <p>PC2. ensure availability of spare hardware equipments like radio, microwave, fiber etc. and raise request for spares, in case the same are not available</p> <p>PC3. ensure that the login user id and password to the system are current</p>   |
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| <b>Co-ordinate/ perform change activities at transmission nodes</b> | To be competent, the user/individual on the job must be able to:  |
|   | <p>PC1. login to the transmission nodes and optimize signal parameters - power and transmission frequency to the designed levels</p> <p>PC2. optimize transmission capacity levels (number of STMs and E1s required and available capacity)</p>   |
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|   | <p>PC3. ensure the software version of the transmission nodes is current, as per the details available from the NOC</p> <p>PC4. in case field support is required, ensure coordination with the field engineers to carry out change activities at transmission nodes</p> <p>PC5. ensure remote support from NOC/ control room is provided to the field team/ FM engineers while the change activities are carried out</p> <p>PC6. ensure completion of the requested change task as per requestor's requirement</p> <p>PC7. ensure continuous monitoring of progress of change and notify change requestor of problems encountered if any</p> <p>PC8. abort change and implement contingency plan should the change plan not be realized without major disruption to network</p> <p>PC9. ensure compliance with the defined SLA for carrying out changes</p> <p>PC10. ensure unresolved faults/ instances of delays in resolution are escalated as per Company's policy</p> |
| <p><b>Test effectiveness &amp; close activity</b></p> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. confirm effectiveness of the change process, by monitoring site's alarm status in co-ordination with the NOC team</p> <p>PC2. ensure completion of administrative jobs like site clearance, return of test equipments etc.</p>  |
| <p><b>Health and Safety</b></p>                       | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure compliance with site risk control, OHS, environmental and quality requirements as per company's norms</p> <p>PC2. ensure that work is carried out in accordance to the level of competence and legal requirements</p> <p>PC3. ensure that hazards associated with the workplace that have not been previously controlled, are reported in accordance with appropriate procedures</p> <p>PC4. ensure compliance with all organizational security arrangements (like using valid ID cards) and approved procedures</p> <p>PC5. use and maintain protective equipment according to work requirements</p> <p>PC6. ensure availability of first aid box at site</p> <p>PC7. ensure escalation of safety incidents to relevant authorities as per guidelines</p>   |
| <p><b>Report &amp; Record</b></p>                     | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure all relevant parties (including NOC team, other supervisors) are notified of the results of the change management activities and sign-off is obtained</p>  |

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|   | <p>from relevant personnel</p> <p>PC2. ensure that documents that are required to be updated are identified</p> <p>PC3. ensure completion of routine maintenance logs, activity logs and spare tracker within stipulated timelines</p> <p>PC4. ensure that documents are available to all appropriate authorities to inspect</p>   |
| <b>Knowledge and Understanding (K)</b>  |  |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. risk and impact of not following defined procedures/work instructions</p> <p>KA2. escalation matrix for reporting identified incidents, troubles and/ or emergencies e.g. system failures ,fire and power failures</p> <p>KA3. types of documentation in organization and importance of the same</p> <p>KA4. records to be maintained and implications of non-maintenance of the same</p> <p>KA5. process for obtaining sign-off post completion of the maintenance activities</p> <p>KA6. knowledge of spare management and repair &amp; return process for faulty equipments</p> <p>KA7. SHE and OHS guidelines and regulations as per company’s norms</p> <p>KA8. protection equipments (anti-static bands, anti-static packaging, appropriate insulations) that are required to be used</p> <p>KA9. first aid requirements in case of electrical shocks, cuts, fall from height and other common injuries</p> <p>KA10. electrical and chemical related hazards and precautionary measures</p> <p>KA11. usage of fire safety equipments</p> |
| <p><b>B. Technical Knowledge</b></p>  | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. network topology like ring structure, daisy chain structure and their traffic handling capabilities and characteristics</p> <p>KB2. functionality of telecommunication network transmission nodes like transmission equipments (Multiplexers, Microwave radio - TDM and IP based); transmission medium (Optical and microwave), transmission technology (SDH and PDH)</p> <p>KB3. functionality of transmission media test equipment (Optical light meter, power meter, Optical Time Domain Reflectometer - OTDR)</p> <p>KB4. equipment specific O&amp;M softwares like MiniLink for Ericsson, NEC Passo</p> <p>KB5. cables (RJ45, RS232, and Hi-Speed USB) to login to MMU/ IDU cards</p> <p>KB6. knowledge of Optical fiber characteristics like refraction, polarization, attenuation, dispersion</p> <p>KB7. bands in optical fibre and their usability, loss characteristics</p> <p>KB8. signal strength and quality KPIs – design values and margins</p> <p>KB9. transmission Network Monitoring System</p>                              |

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|   | <p>KB10. fresnel zone analysis (LOS survey) and microwave survey</p> <p>KB11. standard troubleshooting activities that are performed at transmission nodes</p>   |
| <b>Skills (S)</b>                         |  |
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Communication Skills</b>  |
|   | The user/ individual on the job needs to know and understand how to:   |
|   | <p>SA1. liaise and coordinate with third party vendors</p> <p>SA2. communicate with supervisor</p> <p>SA3. communicate in the local language</p>   |
|   | <b>Project Management Skills</b>   |
|   | The user/individual on the job needs to know and understand how to:  |
|   | <p>SA4. prioritize and execute tasks in a high-pressure environment and handle high pressure situations</p> <p>SA5. handle multiple tasks and completing them successfully within due timelines</p> <p>SA6. use and maintain resources efficiently and effectively</p>   |
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Analytical Skills</b>   |
|   | The user/individual on the job needs to know and understand how to:  |
|   | <p>SA7. keep up to date with new technology</p> <p>SA8. interpret reports, readings and numerical data</p> <p>SA9. think through to address complex problems</p> <p>SA10. source technical information by researching enterprise website or manufacturer's technical documentation</p>                                 |
|   | <b>Other Skills</b>  |
|   | The user/individual on the job needs to know and understand how to:  |
|   | <p>SA11. maintain security of site records and other confidential data</p> <p>SA12. create and maintain effective working relationships and team environment</p> <p>SA13. take initiatives and progressively assume increased responsibilities</p> <p>SA14. share knowledge with other team members and colleagues</p> |
| <b>B. Professional Skills</b>             | <b>Equipment operating Skills</b>  |
|   | The user/individual on the job needs to know and understand how to:  |
|   | <p>SB1. operate transmission equipments like Microwave (TDM and IP based) radio, multiplexers, antennas and work on SDH and PDH transmission technology</p> <p>SB2. operate equipment specific O&amp;M softwares like MiniLink for Ericsson, NEC Passo</p>   |

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|  | <p>SB3. utilize appropriate fiber like single mode and multi mode optical fibre based on specific requirements</p> <p>SB4. utilize appropriate optical test equipments like OTDR, power meter, light meter based on test requirements</p> <p>SB5. connect appropriate login cables (RJ45, RS232, and Hi-Speed USB ) to log on to the transmission nodes</p> <p>SB6. re-route traffic in case of link failure</p> <p>SB7. perform Fresnel zone/ Microwave survey and prepare survey reports in an appropriate manner</p> <p>SB8. provision STMs and E1s in appropriate way</p> |
|  | <p><b>Technical interpretation skills</b></p>   |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. interpret OTDR, power meter, light meter test results to localize faults</p> <p>SB10. interpret results of LOS/ Fresnel zone surveys</p> <p>SB11. analyze transmission performance reports and identify instances of signal attenuation/ fading</p> <p>SB12. interpret optical connectivity/ link testing results to ensure link margins</p> <p>SB13. analyze the impact on the network due to the change activity and develop appropriate plans</p>                                       |



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## NOS Version Control

|                            |                          |                         |          |
|----------------------------|--------------------------|-------------------------|----------|
| <b>NOS Code</b>            | TEL /N6214               |                         |          |
| <b>Credits NSQF</b>        | 6                        | <b>Version number</b>   | 1.0      |
| <b>Industry</b>            | Telecom                  | <b>Drafted on</b>       | 26/04/13 |
| <b>Industry Sub-sector</b> | Network Managed Services | <b>Last reviewed on</b> | 29/04/15 |
|                            |                          | <b>Next review date</b> | 31/05/17 |



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**PERFORMANCE CRITERIA**

**Job Role** : Transmission Engineer  
**Qualification Pack** TEL/Q6203  
**Sector Skill Council** : Telecom

- Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
- The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
- Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
- To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS and Overall 50% pass percentage.
- In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

|  |  |   | Total Mark (400+100) | Total of Sub Element | Out Of | Theory | Skills Practical |    |
|--|--|---|----------------------|----------------------|--------|--------|------------------|----|
| 1. TEL/N6212 (Coordinate preventive maintenance of Transmission nodes)                   | Obtain schedule & notify NOC   | PC1. ensure maintenance of site folder containing site capacity, topology and spots (microwave frequency used)  | 100                  | 20                   | 3      | 3      | 0                |    |
|  |  | PC2. obtain the preventive maintenance schedule and the corresponding checklist from the supervisors  |                      |                      | 3      | 3      | 0                |    |
|  |  | PC3. obtain network reports of the previous day from OSS and review network performance on defined parameters   |                      |                      | 4      | 4      | 0                |    |
|  |  | PC4. suggest appropriate changes to the planned maintenance schedule considering criticality, capacity, frequency of fading faults, configuration changes                 |                      |                      | 5      | 5      | 0                |    |
|  |  | PC5. assess the potential impact of the proposed maintenance on customers and network and plan for possible outage or deferral of maintenance                             |                      |                      | 2      | 2      | 0                |    |
|  |  | PC6. ensure Network Operating Centre (NOC) is notified prior to undertaking the maintenance activities  |                      |                      | 3      | 3      | 0                |    |
|  | Arrange for tools and spares   | PC1. ensure necessary tools and test equipments are available with the field team   |                      |                      | 5      | 1      | 0                | 1  |
|  |  | PC2. ensure that equipment specific software are installed in the laptop device of field team   |                      |                      |        | 1      | 0                | 1  |
|  |  | PC3. ensure that the software versions are current and ready to use   |                      |                      |        | 1      | 0                | 1  |
|  |  | PC4. ensure availability of spare hardware equipments like radio, microwave, fiber and raise request for spares, in case the same are not available                       |                      |                      |        | 1      | 0                | 1  |
|  |  | PC5. ensure that faulty equipments are sent to logistics team for repair and replacement  |                      |                      |        | 1      | 1                | 0  |
|  | Conduct/ Co-ordinate maintenance activity  | PC1. conduct/ coordinate performance of maintenance activities on periodic basis (monthly, quarterly, half yearly)  |                      |                      | 40     | 4      | 4                | 0  |
|  |  | PC2. obtain performance dump of the transmission nodes from the NOC team and monitor signal strength, CRCbit error percentage, and other KPIs                             |                      |                      |        | 5      | 0                | 5  |
|  |  | PC3. optimize signal parameters to ensure that they stay within the designed values   |                      |                      |        | 8      | 0                | 8  |
|  |  | PC4. review media errors in transmission  |                      |                      |        | 2      | 0                | 2  |
|  |  | PC5. ensure adequacy of redundancy for critical network elements like - IN/ Core/ BSC/ VAS nodes  |                      |                      |        | 4      | 0                | 4  |
|  |  | PC6. ensure completion of maintenance activities like antenna re-alignment, checking of connectors of IF, RF cables at BSS location by coordinating with the FM engineers |                      |                      |        | 10     | 0                | 10 |
|  |  | PC7. ensure remote support is provided to the field team/ FM engineers while the change activities are carried out  |                      |                      |        | 2      | 0                | 2  |
|  |  | PC8. ensure timely completion of maintenance activity by monitoring activities performed by the field engineers   |                      |                      |        | 3      | 0                | 3  |
|  |  | PC9. ensure compliance to enterprise policy while escalating instances of delays  |                      |                      |        | 2      | 2                | 0  |
|  | Test effectiveness & close activity  | PC1. confirm effectiveness of the maintenance process, by monitoring site's alarm status in co-ordination with the NOC team   |                      |                      | 10     | 5      | 0                | 5  |
|  |  | PC2. ensure completion of administrative jobs like site clearance, return of test equipments  |                      |                      |        | 5      | 0                | 5  |
|  | Health and Safety  | PC1. ensure compliance with site risk control, OHS, environmental and quality requirements as per company's norms   |                      |                      | 15     | 2      | 2                | 0  |
|  |  | PC2. ensure that work is carried out in accordance to the level of competence and legal requirements  |                      |                      |        | 2      | 0                | 2  |
|  |  | PC3. ensure that hazards associated with the workplace that have not been previously controlled, are reported in accordance with appropriate procedures                   |                      |                      |        | 5      | 0                | 5  |
|  |  | PC4. ensure compliance with all organizational security arrangements (like using valid ID cards) and approved procedures  |                      |                      |        | 1      | 0                | 1  |
|  |  | PC5. use and maintain protective equipment according to work requirements   |                      |                      |        | 2      | 0                | 2  |
|  |  | PC6. ensure availability of first aid box at site   |                      |                      |        | 1      | 0                | 1  |
| PC7. ensure escalation of safety incidents to relevant authorities as per guidelines     |  | 2   | 2                    | 0                    |        |        |                  |    |
| Report & Record  | PC1. ensure all relevant parties (including BSS/ BTS support engineer, NOC team, other supervisors) are notified of the results of the maintenance activities and the sign-off is obtained from relevant personnel | 10  | 2                    | 2                    | 0      |        |                  |    |
|  | PC2. ensure that documents that are required to be updated are identified  |   | 2                    | 2                    | 0      |        |                  |    |
|  | PC3. ensure completion of routine maintenance logs, activity logs and spare tracker within stipulated timelines  |   | 3                    | 3                    | 0      |        |                  |    |
|  | PC4. ensure that documents are available to all appropriate authorities to inspect   |   | 3                    | 3                    | 0      |        |                  |    |
|  |  |   | 100                  | 41                   | 59     |        |                  |    |
| 2. TEL/N6213 (Coordinate corrective maintenance/ fault management of transmission nodes) | Respond to Network Alarm/ NOC instructions   | PC1. obtain alarm information from the NOC team and determine alarm severity,SLAs and the affected network elements   | 100                  | 15                   | 3      | 3      | 0                |    |
|  |  | PC2. ensure understanding of nature of alarms, and provide information to/ seek advice from relevant parties to identify the problem and root-cause of the alarm          |                      |                      | 8      | 2      | 6                |    |
|  |  | PC3. analyze network topology and prioritise actioning on alarms based on their service impact.   |                      |                      | 4      | 0      | 4                |    |
|  | Arrange for tools and spares   | PC1. ensure necessary tools and test equipments are available with the field team   |                      |                      | 5      | 1      | 0                | 1  |
|  |  | PC2. ensure that equipment specific software are installed in the laptop device of the field team   |                      |                      |        | 1      | 0                | 1  |
|  |  | PC3. ensure that the software versions are current and ready to use   |                      |                      |        | 1      | 0                | 1  |
|  |  | PC4. ensure availability of spare hardware equipments like radio, microwave, fiber and raise request for spares, in case the same are not available                       |                      |                      |        | 1      | 0                | 1  |
|  |  | PC5. ensure that faulty equipments are sent to logistics team for repair and replacement  |                      |                      |        | 1      | 0                | 1  |
|  | Identify & rectify faults  | PC1. ensure coordination with the field engineers for performance of fault correction activity at transmission nodes  |                      |                      | 45     | 6      | 0                | 6  |
|  |  | PC2. based on the alarm/ other indicators determine the fault details   |                      |                      |        | 5      | 5                | 0  |
|  |  | PC3. in case optical fiber faults, ensure coordination with optical NOC to rectify the fault  |                      |                      |        | 6      | 3                | 3  |
|  |  | PC4. ensure in coordination with the NOC team that traffic is re-routed in case of transmission system failures   |                      |                      |        | 6      | 0                | 6  |
|  |  | PC5. in case of non-fibre alarm coordinate with the field engineers to diagnose the root cause of alarm   |                      |                      |        | 6      | 2                | 4  |
|  |  | PC6. determine the options to rectify the fault and confirm with supervisors and fibre NOC if required  |                      |                      |        | 4      | 0                | 4  |
|  |  | PC7. ensure a contingency plan is in place to handle transmission system failures   |                      |                      |        | 5      | 0                | 5  |
|  |  | PC8. ensure timely completion of fault rectification by monitoring activities performed by the field engineers  |                      |                      |        | 3      | 0                | 3  |
|  |  | PC9. ensure compliance to enterprise policy while escalating unresolved faults/instances of delays  |                      |                      |        | 4      | 0                | 4  |
|  | Test effectiveness &   | PC1. confirm effectiveness of the maintenance process, by monitoring site's alarm status in co-ordination with the NOC team   |                      |                      | 10     | 5      | 0                | 5  |

|  |  |  |    |     |    |    |
|--|--|--|----|-----|----|----|
|  | close activity   | PC2. ensure completion of administrative jobs like site clearance, return of test equipments   |    | 5   | 0  | 5  |
|  |  | PC1. ensure compliance with site risk control, OHS, environmental and quality requirements as per company's norms  |    | 2   | 2  | 0  |
|  |  | PC2. ensure that work is carried out in accordance to the level of competence and legal requirements   |    | 2   | 0  | 2  |
|  | Health and Safety  | PC3. ensure that hazards associated with the workplace that have not been previously controlled, are reported in accordance with appropriate procedures                                | 15 | 5   | 0  | 5  |
|  |  | PC4. ensure compliance with all organizational security arrangements (like using valid ID cards) and approved procedures   |    | 1   | 0  | 1  |
|  |  | PC5. use and maintain protective equipment according to work requirements  |    | 2   | 0  | 2  |
|  |  | PC6. ensure availability of first aid box at site  |    | 1   | 0  | 1  |
|  |  | PC7. ensure escalation of safety incidents to relevant authorities as per guidelines   |    | 2   | 2  | 0  |
|  | Report & Record  | PC1. ensure all relevant parties (including BSS/ BTS support engineer, NOC team, other supervisors)  |    | 2   | 2  | 0  |
|  |  | PC2. ensure that documents that are required to be updated are identified  | 10 | 2   | 2  | 0  |
|  |  | PC3. ensure completion of routine maintenance logs, activity logs and spare tracker within   |    | 3   | 3  | 0  |
|  |  | PC4. ensure that documents are available to all appropriate authorities to inspect   |    | 3   | 3  | 0  |
|  |  |  |    | 100 | 29 | 71 |
|  | Determine change/ configuration requirements                 | PC1. receive change requests from the relevant teams (NOC, change management, network planning team etc.)  |    | 2   | 2  | 0  |
|  |  | PC2. identify criticality and timelines for carrying out the changes   |    | 2   | 2  | 0  |
|  |  | PC3. develop work plan and identify dependencies if any  | 15 | 2   | 0  | 0  |
|  |  | PC4. assess the potential impact of the proposed activity and plan for possible outage condition or deferral of the activity   |    | 6   | 4  | 2  |
|  |  | PC5. ensure that Network Operating Centre (NOC) is notified prior to undertaking the change activities   |    | 3   | 3  | 0  |
|  | Arrange for tools and spares                                 | PC1. ensure availability of necessary tools and test equipments with the field team  |    | 2   | 0  | 2  |
|  |  | PC2. ensure availability of spare hardware equipments like radio, microwave, fiber etc. and raise request for spares, in case the same are not available                               | 5  | 3   | 2  | 3  |
|  |  | PC3. ensure that the login user id and password to the system are current  |    | 0   | 0  | 0  |
|  | Co-ordinate/ perform change activities at transmission nodes | PC1. login to the transmission nodes and optimize signal parameters - power and transmission frequency to the designed levels  |    | 5   | 5  | 0  |
|  |  | PC2. optimize transmission capacity levels (number of STMs and E1s required and available capacity)  |    | 10  | 5  | 5  |
|  |  | PC3. ensure the software version of the transmission nodes is current, as per the details available from the NOC   |    | 2   | 0  | 2  |
|  |  | PC4. in case field support is required, ensure coordination with the field engineers to carry out change activities at transmission nodes  |    | 5   | 0  | 5  |
|  |  | PC5. ensure remote support from NOC/ control room is provided to the field team/ FM engineers while the change activities are carried out  |    | 4   | 4  | 0  |
|  |  | PC6. ensure completion of the requested change task as per requestor's requirement   |    | 5   | 0  | 5  |
|  |  | PC7. ensure continuous monitoring of progress of change and notify change requestor of problems  |    | 5   | 0  | 5  |
|  |  | PC8. abort change and implement contingency plan should the change plan not be realized without major disruption to network  |    | 2   | 0  | 0  |
|  |  | PC9. ensure compliance with the defined SLA for carrying out changes   |    | 4   | 0  | 0  |
|  |  | PC10. ensure unresolved faults/ instances of delays in resolution are escalated as per Company's policy  |    | 0   | 0  | 0  |
|  | Test effectiveness & close activity                          | PC1. confirm effectiveness of the change process, by monitoring site's alarm status in co-ordination with the NOC team   |    | 0   | 0  | 0  |
|  |  | PC2. ensure completion of administrative jobs like site clearance, return of test equipments equipments etc.   |    | 0   | 0  | 0  |
|  |  | PC1. ensure compliance with site risk control, OHS, environmental and quality requirements as per company's norms  |    | 0   | 0  | 0  |
|  |  | PC2. ensure that work is carried out in accordance to the level of competence and legal requirements   |    | 2   | 0  | 0  |
|  | Health and Safety  | PC3. ensure that hazards associated with the workplace that have not been previously controlled, are reported in accordance with appropriate procedures                                |    | 5   | 0  | 0  |
|  |  | PC4. ensure compliance with all organizational security arrangements (like using valid ID cards) and approved procedures   |    | 1   | 0  | 0  |
|  |  | PC5. use and maintain protective equipment according to work requirements  |    | 2   | 0  | 0  |
|  |  | PC6. ensure availability of first aid box at site  |    | 1   | 0  | 0  |
|  |  | PC7. ensure escalation of safety incidents to relevant authorities as per guidelines   |    | 0   | 0  | 0  |
|  | Report & Record  | PC1. ensure all relevant parties (including NOC team, other supervisors) are notified of the results of the change management activities and sign-off is obtained from relevant person |    | 0   | 0  | 0  |
|  |  | PC2. ensure that documents that are required to be updated are identified  | 10 | 2   | 2  | 0  |
|  |  | PC3. ensure completion of routine maintenance logs, activity logs and spare tracker within stipulated timelines  |    | 3   | 3  | 0  |

3. TEL/N6214 (Undertake upgrade, capacity augmentation and addition/deletion of new nodes in Transmission network)

100

|    |   |   |   |
|----|---|---|---|
| 45 | 4 | 4 | 0 |
|    | 3 | 0 | 3 |
|    | 5 | 0 | 5 |
| 5  |   |   |   |
| 2  |   |   |   |
| 4  |   |   |   |
| 0  |   |   |   |
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| 0  |   |   |   |
| 10 | 2 | 2 | 0 |
|    | 3 | 3 | 0 |

