

PERFORMANCE CRITERIA

Job Role :Product Specialist Engineer
Qualification Pack : TEL/Q6204
Sector Skill Council : Telecom

1. 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.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS and overall 50% pass percentage.
6. 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 (200+ 100)	Out Of	Theory	Skills Practical
TEL/N6215 Respond to fault escalations	PC1. ensure timely handling of customer/ field queries	100	5	5	0
	PC2. obtain all alarm information and determine alarm severity, SLAs and the affected network elements by collating all the information		10	10	0
	PC3. ensure understanding of nature of alarm, and provide information to/ seek advice from relevant parties as required		10	10	0
	PC1. utilize company specific technical database to identify the root cause of fault and determine corrective steps		10	5	5
	PC2. in case details are not available in technical database isolate the root cause of fault by conducting appropriate remote diagnostic tests like remotely interrogating active equipments		15	10	5
	PC3. determine the options to rectify the fault and confirm with supervisors if required		10	10	0
	PC4. refer equipment manual and other vendor specific material to identify fault rectification steps if required		0	0	0
	PC1. provide clear and concise instructions to field staff to facilitate all repair efforts and observe full implementation of the advice		0	0	0
	PC2. monitor the progress of the network repair effort to ensure compliance to timeliness of the ticket		5	5	0
	PC3. ensure rectification of network problem/ fault within the alarm SLAs		10	5	5
PC4. escalate unresolved faults/ instances of delays in resolution to higher authorities/ specialists	0	0	0		
PC5. monitor relevant alarms in co-ordination with NOC team to confirm effectiveness of the rectification process	10	10	0		
Report & Record	PC6. notify all relevant parties of the results of the fault rectification status	5	5	0	
	PC7. prepare fault report and forward root cause analysis to the customers	10	10	0	
	PC8. identify other documentation to be completed relating to one's role and follow reporting procedures as prescribed by the company	0	0	0	
	PC9. ensure that all documents are available to the appropriate authorities for review and reference	0	0	0	
TEL/N6216 Determine availability of new upgrade/ technology and develop implementation plan	PC1. maintain list of upgrades available and their due dates for implementation	100	0	0	0
	PC2. determine impact of upgrade on existing hardware as per upgrade release note		2	0	0
	PC3. assess need for additional/ new hardware support as per upgrade requirements and ensure availability of appropriate spare hardware		2	0	0
	PC4. develop implementation plan and identify dependencies		3	3	0
	PC5. assess the potential impact of the proposed plan on customers and network and plan for possible outage or deferral of plan		2	0	0
	PC6. intimate the customers in case of non-service impacting change and obtain required approvals in case the change is expected to be service impacting		0	0	0
	PC7. notify the network operations centre (NOC) prior to undertaking the implementation of upgrades/ new technology		0	0	0
Pre-testing of upgrades/ new technology	PC1. ensure testing of upgrades in test environment (test bed) prior to their rollout	14	4	10	
	PC2. identify parameters based on which success of upgrade results would be measured	5	5	0	
	PC3. ensure test results are verified and documented	4	4	0	
	PC4. ensure development of back-out plan in case of emergency/ failure during and post upgrade activity	10	5	5	
Implement upgrades/ new technology rollouts and perform post testing	PC1. undertake implementation of upgrade/ new technology in live environment as per the manual or other technical documentation available	15	5	10	
	PC2. ensure continuous monitoring of the activities and notify change requestor/ NOC team in case any problems are encountered	15	5	0	
	PC3. test effectiveness of upgrade activity to ensure that the results are in line with expectations	10	5	5	
	PC4. abort change and implement contingency/ back-out plan should the change plan not be realised without major disruption to network	2	2	0	
	PC5. ensure compliance with the defined SLA for carrying out changes and in case of emergency request customer for extension of period	5	5	0	
	PC6. utilize spares if required, and send faulty equipment for repair and replacement	5	3	2	
	PC7. monitor network alarms and functionality in co-ordination with the NOC team to confirm effectiveness of the change process	3	3	0	
Health and Safety	PC1. ensure completion of pre-employment health check-up and appropriate induction trainings on basic safety, first aid, fire, electrical and height safety rules	1	1	0	
	PC2. ensure compliance with site risk control, OHS, environmental and quality requirements as per company's norms	1	1	0	
	PC3. ensure compliance with all organizational security arrangements (like using valid ID cards, permit to work) and approved procedures	1	1	0	
	PC4. ensure that work is carried out in accordance to the level of competence and legal requirements	1	1	0	
	PC5. ensure that Personal Protection Equipments like anti-static bands are appropriately used as required	1	1	0	
	PC6. ensure adherence to emergency plans as per guidelines	1	1	0	
	PC7. ensure escalation of safety incidents to relevant authorities as per guidelines	1	1	0	
Report & Record	PC1. ensure all relevant parties (including NOC team, other supervisors) are notified of the results of the activity	1	1	0	
	PC2. ensure that documents that are required to be updated are identified and updated	1	1	0	
	PC3. ensure that documents are available to all appropriate authorities to inspect	1	1	0	
TEL/N6217 Identify training needs & develop training schedule	PC1. identify training needs of the field team based on feedback or post new technology/ upgrade roll-out	100	1	1	0
	PC2. develop/ Obtain material for carrying out the trainings		5	2	3
	PC3. confirm accuracy of information with appropriate technical staff prior to publication and distribution of material		1	1	0
	PC4. plan schedule and identify dependencies		3	3	0
	PC5. develop schedule for distribution of training manual/ material consistent with product release and list of users		2	2	0
Carry out trainings for the field teams	PC1. deliver trainings on all new products and upgrades in own responsibility area to all impacted technical staff and customers if required	10	5	5	
	PC2. ensure technical staff and customers are informed of the benefits of the upgrade/ new product/ technology	5	5	0	
	PC3. indicate the changes that has been made from the previous versions and illustrate its benefits by comparing the history of complaints/ faults/ errors in the previous versions	5	5	0	
Obtain feedback, report and record	PC1. ensure monitoring of the performance of the systems post new deployment of upgrades/ new technology	20	10	10	
	PC2. obtain feedback on the performance from technical staff and customers and escalate adverse feedback to the products team for consideration	10	10	0	
	PC3. ensure new faults/ failures that did not occur with previous versions is promptly reported to the products team/ supervisors as per company's guidelines	10	10	0	
Health and Safety	PC1. ensure compliance with site risk control, OHS, environmental and quality requirements as per company's norms	10	10	0	
	PC2. ensure compliance with all organizational security arrangements (like using valid ID cards) and approved procedures	10	5	5	
	PC3. ensure that work is carried out in accordance to the level of competence and legal requirements by the field team	5	5	0	
	PC4. ensure that Personal Protection Equipments like anti-static bands, harness, belts and helmets are appropriately used as required by the field team	3	3	0	
	PC5. ensure escalation of safety incidents to relevant authorities as per guidelines	0	0	0	