

# Model Curriculum

## BSS Support Engineer

**SECTOR:** TELECOM

**SUB-SECTOR:** Network Managed Services

**OCCUPATION:** Network Operations and Maintenance

**REF ID:** TEL/Q6200

**NSQF LEVEL:** 6



## Certificate

### COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

TELECOM SECTOR SKILL COUNCIL

for

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: 'BSS SUPPORT ENGINEER'  
QP No. 'TEL/ Q6200 NSQF Level 6'

Date of Issuance: **April 29<sup>th</sup>, 2015**

Valid up to: **May 31<sup>st</sup>, 2017**

Authorised Signatory  
(Telecom Skill Development Council)

\* Valid up to the next review date of the Qualification Pack

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# BSS Support Engineer

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “BSS Support Engineer”, in the “Telecom” Sector/Industry and aims at building the following key competencies amongst the learner.

<b>Program Name</b>	<b>BSS Support Engineer</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	TEL/Q6200		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	
<b>Pre-requisites to Training</b>	Diploma/ Bachelor in Technology (Electronics, Computer Science, IT and related field)		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Perform preventive maintenance at BSC locations</li> <li>• Perform corrective maintenance/fault management at BSC locations</li> <li>• Ensure effective site management</li> <li>• Undertake change management at BSC locations</li> <li>• Analyse BSS performance reports, suggest maintenance activities and assist on-field team during critical faults/upgrades</li> </ul>		

This course encompasses 3 out of 3 National Occupational Standards (NOS) of “BSS Support Engineer” Qualification Pack issued by “Telecom Sector Skill Council of India”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<b>Introduction to telecom</b>  <b>Theory Duration</b> (hh:mm) 10:00  <b>Practical Duration</b> (hh:mm) 00:00  <b>Corresponding NOS Code</b> Bridge Module	<ul style="list-style-type: none"> <li>State the objectives of the program</li> <li>Describe the Telecom industry in India</li> <li>Understand the evolution of Telecom industry towards the networked society.</li> <li>Understand the BSS architecture</li> <li>Basics concepts and Methodology of UMTS and WCDMA (3G)</li> <li>Knowledge of basic technical technologies-TDMA, FDMA, UMTS</li> <li>Basic concepts of wireless technologies-GSM, GPRS, CDMA etc.</li> <li>Different types of protocols</li> <li>Understand the basics of call flow system</li> </ul>	Laptop, white board, marker, projector
2	<b>Key concepts</b>  <b>Theory Duration</b> (hh:mm) 10:00  <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b> NA	<ul style="list-style-type: none"> <li>Explain the various mobile and data technologies</li> <li>Know and understand the various product and service offerings in the telecom sector</li> <li>Outline the documentation process and documents needed for mobile customers</li> <li>Explain the key concepts related to Base Station subsystem</li> <li>State the importance of workplace</li> <li>Ergonomics and respect at workplace</li> <li>Express the importance of data confidentiality in the telecom industry</li> </ul>	Laptop, white board, marker, projector,
3	<b>Technical Skills</b>  <b>Theory Duration</b> (hh:mm) 25:00  <b>Practical Duration</b> (hh:mm) 25:00  <b>Corresponding NOS Code</b> TEL/N6200 TEL/N6201 TEL/N6202 TEL/N6203	<ul style="list-style-type: none"> <li>Understand the functionality of BSC and BTS Site equipments and how to operate the active equipments</li> <li>Use different login cables - RJ45, RS232 etc.</li> <li>Learn how to operate the passive infrastructure equipments e.g. DG set, PIU Panel, Transformer, SMPS etc.</li> <li>Understand hardware and software issues</li> <li>Learn to know the functionality of test equipments like E1 tester, Ethernet tester, VSWR meter.</li> <li>Understand the software types and version of BSC, BTS and other equipments</li> <li>Know about the IP based network-IP back hauling and IP networking</li> <li>Process of logging in the BSC and BTS site equipments</li> <li>Understand and analyse the performance report and the critical logs from BSC</li> </ul>	Laptop, white board, marker, projector
4	<b>Perform preventive maintenance at BSC locations</b>  <b>Theory Duration</b> (hh:mm) 25:00	<ul style="list-style-type: none"> <li>Understand the importance of preventive maintenance at BSC locations</li> <li>Plan the maintenance schedule and coordinate with the planning team to ensure effective O &amp; M operations and handle the possible outage</li> </ul>	Computer Lab, Office Tools/Software on all PC's, Health & Safety kit, Toolbox, RJ-

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<b>Practical Duration</b> (hh:mm) 30:00  <b>Corresponding NOS Code</b> TEL/N6200	<ul style="list-style-type: none"> <li>Coordinate and notify the Network Operating Centre (NOC) prior to undertake maintenance activities</li> <li>Know how to use login cables and all the tools are available at the time of maintenance.</li> <li>Learn how to accomplish the physical maintenance activities at BSC location</li> <li>Understand how to raise the tickets to the respective vendors by the NOC team when there is maintenance required for 3<sup>rd</sup> party elements</li> <li>Learn to coordinate with the NOC team by monitoring the site</li> </ul>	45, RS-232, Software Network, Ethernet Cable, IF Cable, BSS/BTS Software
5	<b>Perform corrective maintenance at BSC location</b>  <b>Theory Duration</b> (hh:mm) 20:00  <b>Practical Duration</b> (hh:mm) 30:00  <b>Corresponding NOS Code</b> TEL/N6201	<ul style="list-style-type: none"> <li>Learn how to analyze the alarm information received from the concerned NOC team</li> <li>Know how to understand the impact of the alarms to identify the problems</li> <li>Follow the organizational escalation matrix for rectification of fault</li> <li>Identify the passive infrastructure fault and coordinate with Infra engineer/technicians</li> <li>Determine the fault details based on alarm/ other indicators</li> <li>Know how to login to BSS nodes, IDU using appropriate systems and determine the fault details based on alarm</li> <li>Learn how to monitor the activities performed by Infra Engineer and technicians and rectification of faults within the alarm SLA</li> <li>Understand the completion of administrative jobs like site clearance, return of test equipments</li> </ul>	Laptop, white board, marker, projector, Software tool link, E-1 Tester, Toolbox, Health & Safety kit, BTS, BSS/BTS Software
6	<b>Requirements to Upgrade the Hardware and software, capacity augmentation and configuration changes from the NOC team</b>  <b>Theory Duration</b> (hh:mm) 25:00  <b>Practical Duration</b> (hh:mm) 30:00  <b>Corresponding NOS Code</b> TEL/N6202	<ul style="list-style-type: none"> <li>Understand how to receive the change requests from the NOC team or supervisors</li> <li>Learn to identify the timelines and emergency cases for carrying out changes</li> <li>Know how to notify the NOC prior to undertake the activities</li> <li>Understand the importance to take approval in case of service impacting change activity</li> <li>Plan the required activity</li> <li>Learn how to identify the impact of the proposed activity</li> <li>Coordinate with the NOC for the possible outage condition</li> </ul>	Laptop, white board, marker, projector, login cables (RJ45, RS232, Hi-speed USB), Ethernet Cable, Toolbox, Software Network, BSS/BTS Software, Health & Safety kit,

Sr. No.	Module	Key Learning Outcomes	Equipment Required
7	<b>Implementation of required changes</b>  <b>Theory Duration</b> (hh:mm) 20:00  <b>Practical Duration</b> (hh:mm) 35:00  <b>Corresponding NOS Code</b> <b>TEL/N6202</b>	<ul style="list-style-type: none"> <li>Understand the implementation of corrective maintenance changes</li> <li>Know the procedure to complete the change task as per the requirement</li> <li>Learn to monitor the progress of change and notify the change requestor about the problems encountered if any</li> <li>Know how to ensure the required changes within SLA</li> <li>Obtain the backup of BSC configuration both pre-and post-performance of change activities</li> <li>Check and confirm the changes done effectively with the alarms monitored by NOC team</li> <li>Know how to do site clearance and close the activity</li> </ul>	Laptop, white board, marker, projector, Software Network, login cables (RJ45, RS232, Hi-speed USB), Ethernet Cable, Toolbox, BSS/BTS Software, Health & Safety kit,
8	<b>Analyze BSS performance reports and the action taken to resolve the customer complaints</b>  <b>Theory Duration</b> (hh:mm) 10:00  <b>Practical Duration</b> (hh:mm) 20:00  <b>Corresponding NOS Code</b> <b>TEL/N6203</b>	<ul style="list-style-type: none"> <li>Obtain the network reports from OSS team and various logs from BSC</li> <li>Learn how to review the network performance on defined parameters</li> <li>Know how to analyse reports and logs</li> <li>Learn to track the record of false alarms and co-ordinate for rectification of the same</li> <li>Understand to undertake the root cause analysis for all faults related to BSS.</li> <li>Know how to resolve the customer complaints within defined timelines</li> <li>Provide the solution to the customer by escalating the unresolved complaints as per company's policy</li> <li>Communicate effectively b/w zonal teams to facilitate sharing of good practices and typical alarm details of each zone</li> </ul>	Laptop, white board, marker, projector, Software Network, login cables (RJ45, RS232, Hi-speed USB), Ethernet Cable, Toolbox, BSS/BTS Software, Health & Safety kit,
9	<b>General Safety</b> <b>Theory Duration</b> (hh:mm) 05:00  <b>Practical Duration</b> (hh:mm) 10:00  <b>Corresponding NOS Code</b> <b>TEL/N6200</b> <b>TEL/N6201</b> <b>TEL/N6202</b>	<ul style="list-style-type: none"> <li>Learn about General Safety while handling electrical/electronic devices</li> <li>Understand Proper use of PPE (Personal Protective Equipment's)</li> <li>Understand on Work Environment Area Protection</li> <li>Learn to escalate safety incidents to relevant authorities as per guidelines</li> </ul>	Laptop, white board, marker, projector, Personal protection equipments like anti-static bands, harness, belts and helmets
10	<b>Program Wrap</b> <b>Theory Duration</b> (hh:mm) 05:00  <b>Practical Duration</b> (hh:mm) 10:00	<ul style="list-style-type: none"> <li>Understand what is an interview</li> <li>Develop the skills to participate in an interview effectively</li> <li>Know commonly asked questions in an interview</li> <li>Revise and integrate learning's of the training program</li> </ul>	Presentation on soft skills and entrepreneurship

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<b>Corresponding NOS Code</b> <b>NA</b>		
	<b>Total Duration</b> <b>Theory Duration</b> <b>155:00</b> <b>Practical Duration</b> <b>195:00</b>	<b>Unique Equipment Required:</b> Laptop, white board, marker, projector	

Grand Total Course Duration: **350Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Telecom Sector Skill Council of India](#))



## Trainer Prerequisites for Job role: “BSS Support Engineer” mapped to Qualification Pack: “TEL/Q6200, v1.0”

Sr. No.	Area	Details
1	<b>Description</b>	Individuals at this job responsible for ensuring network uptime through preventive maintenance of BSC sites and effective fault management in case of fault occurrence. He also assists field engineers in performing their assigned activities at BTS locations.
2	<b>Personal Attributes</b>	A trainer should have good communication skills with a clear diction ability to construct simple and rational sentences; ability to comprehend simple English sentences; regional language proficiency; strong customer service focus; pleasant personality; should be self-motivated and a team player with ability to work under pressure
3	<b>Minimum Educational Qualifications</b>	Diploma/ Bachelor in Technology (Electronics, Computer Science, IT and related field)
4a	<b>Domain Certification</b>	Certified for Job Role:” BSS Support Engineer” mapped to QP: “ <u>TEL/Q6200, v1.0</u> ”. Minimum accepted score is 80%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “TEL/Q6200”. Minimum accepted % as per respective SSC guidelines is 80%.
5	<b>Experience</b>	Minimum 1 year

### Annexure: Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>BSS Support Engineer</b>
<b>Qualification Pack</b>	<b>TEL/Q6200</b>
<b>Sector Skill Council</b>	<b>Telecom</b>

Sr. No.	Guidelines for Assessment
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 part for each candidate at each examination/training centre (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on these criteria.
5	To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS and 50% overall.
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.

Assessable Outcome		Assessment Criteria	Total Mark (400)	Out of	Theory	Skills (Practical)
1. TEL/N6200 (Perform preventive maintenance at BSC locations)	Plan maintenance schedule and notify NOC	PC1. obtain network reports from OSS and review network performance on defined parameters	100	5	5	0
		PC2. plan the maintenance schedule in coordination with planning team to ensure effective O&M operations		6	0	6
		PC3. assess the potential impact of the proposed maintenance and plan for possible outage or deferral of maintenance		4	0	4
		PC4. ensure Network Operating Centre (NOC) is notified prior to undertaking the maintenance activities.		3	3	0
	Arrange for tools and spares	PC1. ensure availability of login cables (RJ45, RS232, Hi-speed USB)		2	0	2
		PC2. ensure that equipment specific software like network manager are installed in the laptop device		2	0	2
		PC3. ensure availability of spare hardware equipments and raise request for spares,		3	0	3
		PC4. ensure that faulty equipments are sent to logistics team for repair and replacement		3	0	3
	Undertake Maintenance	PC1. conduct standard maintenance activities on periodic basis (monthly,		4	0	4

activities	quarterly, half yearly) as per the process			
	PC2. ensure completion of physical maintenance tasks like checking temperatures, routing of Ethernet cables & optical fibres, cable ties, fan working condition, earthing, equipment grouting, distribution of cables at BSC locations	6	0	6
	PC3. ensure completion of logical maintenance tasks like checking alarm status, system availability parameters, logical redundancy, BSC configuration back-up	8	0	8
	PC4. ensure that for 3rd party elements that require maintenance, tickets are raised to the respective vendors by the NOC team	4	4	0
	PC5. ensure timely escalation of emergency/ unresolved issues according to established Company's procedure	4	4	0
	PC6. ensure environmental up-keep of sites in coordination with infra engineer and technicians	4	0	4
	Test effectiveness & close activity	PC1. confirm effectiveness of the maintenance process, by monitoring site's alarm status in co-ordination with the NOC team	3	0
PC2. ensure completion of administrative jobs like site clearance, return of test equipments		2	0	2
Health and Safety	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
	PC3. ensure that sites are periodically assessed for health and safety risk as per company's guidelines	4	2	2
	PC4. ensure that hazards associated with the workplace that have not been previously controlled, are reported in accordance with appropriate procedures	5	0	5
	PC5. ensure compliance with all organizational security arrangements (like using valid ID cards) and approved procedures	1	0	1
	PC6. ensure periodic tool-box talk is carried out for the infra technicians and other third-party vendors	2	0	2
	PC7. ensure that Personal protection equipments like anti-static bands, harness, belts and helmets are appropriately used as required	4	2	2

		PC8. ensure compliance to health and safety guidelines both contractually and on site by the third-party vendors and infra technicians		2	0	2
		PC9. ensure availability of first aid box at site		1	0	1
		PC10. ensure escalation of safety incidents to relevant authorities as per guidelines		2	2	0
	Report & Record	PC1. ensure all relevant parties (including NOC team, other supervisors) are notified of the results of the maintenance activities and the sign-off is obtained from relevant personnel		2	2	0
		PC2. ensure that documents that are required to be updated are identified		4	0	4
		PC3. ensure completion of routine maintenance logs, activity logs and spare tracker		4	2	2
		PC4. ensure that documents are available to all appropriate authorities to inspect		2	2	0
			<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
2. TEL/N6201 (Perform corrective maintenance/ fault management at BSC locations)	Respond to Network Alarm	PC1. obtain alarm information from the NOC team and determine alarm severity, SLAs and the affected network elements		7	2	5
		PC2. ensure understanding of nature of alarm, and provide information to/ seek advice from relevant parties to identify the problem and root-cause of the alarm		10	4	6
		PC3. prioritize actioning on alarms based on fault's service impact analysis		3	1	2
	Arrange for tools and spares	PC1. ensure availability of login cables (RJ45, RS232, Hi-speed USB)		2	0	2
		PC2. ensure that equipment specific software like network manager are installed in the laptop device		2	0	2
		PC3. ensure availability of spare hardware equipments and raise request for spares, in case the same are not available as per company's process		2	0	2
		PC4. ensure that faulty equipments are sent to logistics team for repair and replacement	100	2	0	2
	Fault identification & rectification	PC1. coordinate with Infra engineer/ technicians for rectification if the fault is due to passive infrastructure		5	0	5
		PC2. ensure login to BSS nodes, IDU (for microwave) using appropriate systems and determine fault details based on alarm/ other indicators		4	0	4

	PC3. ensure necessary diagnostic tests (hardware related) are carried out to identify the root cause of the alarm	8	4	4
	PC4. determine the options to rectify the fault and confirm with supervisors if required	4	0	4
	PC5. ensure rectification of network problem/ fault within the alarm SLAs and monitor the activities performed by the Infra engineer and technicians	2	0	2
	PC6. ensure compliance to enterprise policy while escalating unresolved faults/ instances of delays	2	0	2
Test effectiveness & close activity	PC1. confirm effectiveness of the maintenance process, by monitoring site's alarm status in co-ordination with the NOC team	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	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 sites are periodically assessed for health and safety risk as per company's guidelines	4	2	2
	PC4. ensure that hazards associated with the workplace that have not been previously controlled, are reported in accordance with appropriate procedures	5	0	5
	PC5. ensure compliance with all organizational security arrangements (like using valid ID cards) and approved procedures	1	0	1
	PC6. ensure periodic tool-box talk is carried out for the infra technicians and other third-party vendors	2	0	2
	PC7. ensure that Personal protection equipments like anti-static bands, harness, belts and helmets are appropriately used as required	4	2	2
	PC8. ensure compliance to health and safety guidelines both contractually and on site by the third-party vendors and infra technicians	2	0	2
	PC9. ensure availability of first aid box at site	1	0	1
	PC10. ensure escalation of safety incidents to relevant authorities as per guidelines	2	2	0

	Report & Record	PC1. ensure all relevant parties (including NOC team, other supervisors) are notified of the results of the fault management activities and the sign-off is obtained	2	2	0
		PC2. ensure that documents that are required to be updated are identified	4	0	4
		PC3. ensure completion of routine maintenance logs, activity logs and spare tracker within stipulated timelines	4	2	2
		PC4. ensure that documents are available to all appropriate authorities to inspect	2	2	0
			100	25	75
3. TEL/N6202 (Undertake Change management at BSC locations)	Determine change requirement	PC1. receive change requests (hardware upgrade, software upgrade, capacity augmentation, configuration changes) from the NOC team or supervisors	4	2	2
		PC2. identify criticality, and timelines for carrying out the changes	6	2	4
		PC3. develop work plan and identify dependencies if any	4	0	4
		PC4. assess the potential impact of the proposed activity and plan for possible outage condition or deferral of the activity	4	0	4
		PC5. ensure customer is informed and an approval is obtained in case of service impacting change activity	4	0	4
		PC6. ensure that Network Operating Centre (NOC) is notified prior to undertaking the activities	3	0	3
	Arrange for tools and spare	PC1. ensure availability of login cables (RJ45, RS232, Hi-speed USB)	2	0	2
		PC2. ensure that equipment specific software like network manager are installed in the laptop device	2	0	2
		PC3. ensure availability of spare hardware equipments and raise request for spares, in case the same are not available as per company's process	3	0	3
		PC4. ensure that faulty equipments are sent to logistics team for repair and replacement	3	0	3
	Carry out change and perform post change monitoring	PC1. implement changes like system/software upgrade with global releases, capacity augmentation, configuration changes, migration, re-homing of BTS, LAC (Location Area Code) split	10	4	6
		PC2. ensure completion of the requested change task as per requestor's requirement	2	0	2

		PC3. ensure continuous monitoring of progress of change and notify change requestor of problems encountered if any	3	0	3
		PC4. abort change and implement contingency plan should the change activity leads to major service disruption	4	0	4
		PC5. ensure compliance with the defined SLA for carrying out changes	3	0	3
Obtain back-up, test effectiveness & close activity		PC1. obtain back-up of BSC configuration both pre-and post-performance of change activities	3	3	0
		PC2. confirm effectiveness of the change process, by monitoring site's alarm status in co-ordination with the NOC team	2	0	2
		PC3. ensure completion of administrative jobs like site clearance, return of test equipments	1	0	1
Health and Safety		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
		PC3. ensure that sites are periodically assessed for health and safety risk as per company's guidelines	4	2	2
		PC4. ensure that hazards associated with the workplace that have not been previously controlled, are reported in accordance with appropriate procedures	5	0	5
		PC5. ensure compliance with all organizational security arrangements (like using valid ID cards) and approved procedures	1	0	1
		PC6. ensure periodic tool-box talk is carried out for the infra technicians and other third-party vendors	2	0	2
		PC7. ensure that Personal protection equipments like anti-static bands, harness, belts and helmets are appropriately used as required	4	2	2
		PC8. ensure compliance to health and safety guidelines both contractually and on site by the third-party vendors and infra technicians	2	0	2
		PC9. ensure availability of first aid box at site	1	0	1
		PC10. ensure escalation of safety incidents to relevant authorities as per guidelines	2	2	0
Report & Record		PC1. ensure all relevant parties (including NOC team, other	2	2	0

		supervisors) are notified of the results of the change management activities and sign-off is obtained from relevant personnel				
		PC2. ensure that documents that are required to be updated are identified		4	0	4
		PC3. ensure completion of routine maintenance logs, activity logs and spare tracker within stipulated timelines		4	2	2
		PC3. ensure completion of routine maintenance logs, activity logs and spare tracker within stipulated timelines		2	2	0
				100	25	75
4.TEL/N62 03 (Analyze BSS performance reports, suggest maintenance activities and assist on-field team during critical faults/ upgrades)	Analyze BSS performance reports, BSS alarm details	PC1. obtain network reports from OSS and review network performance on defined parameters	100	5	5	0
		PC2. analyze reports for software error bugs, high temperature sites, SD block, TCH block and adherence to other performance KPIs		10	5	5
		PC3. collect and analyze various logs like computer logs, black box logs from BSC		5	5	0
		PC4. ensure root cause analysis is undertaken for all faults related to BSS		10	5	5
		PC5. ensure tracking of false alarms records and co-ordinate for rectification of the same		10	5	5
		PC6. perform real time analysis of alarms to support field team in troubleshooting		10	0	10
		PC7. analyze alarm communication records to ensure that all the alarms are informed to field team with minimum delay		9	4	5
	Analyze customer complaints	PC1. ensure customer complaints pertaining to BSS are resolved within defined timelines		5	5	0
		PC2. escalate unresolved complaints/ instances of delay in resolution as per Company's policy		5	5	0
	Suggest actions to BSS field teams and assist in service delivery	PC1. suggest specific maintenance activities to field team to ensure the identified network or customer related issues are addressed		5	5	0
		PC2. ensure timely completion of activities by monitoring performance of the field teams		5	5	0
		PC3.assist field team in troubleshooting during maintenance and fault correction activities		8	2	6



		PC4. ensure coordination with Infra engineers in case of infra related alarms/ faults		9	5	4
		PC5. ensure periodic communication between zonal teams to facilitate sharing of good practices, typical alarm details of each zone		4	0	4
				100	56	44