



Australian Government

Department of Education, Employment and Workplace Relations

ICAI4099B Build an intranet

Release: 1

ICAI4099B Build an intranet

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to design, build and implement an intranet for a client. It does not however cover aspects relating to passwords, security access permission or firewall settings.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
	ICAI3101B	Install and manage network protocols
	ICAS3120C	Configure and administer a network operating system
	ICAI4029C	Install network hardware to a network

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan and design intranet	1.1. Determine business <i>requirements</i> for intranet 1.2. Design an <i>intranet</i> to meet agreed specifications 1.3. Refer design to <i>appropriate person</i> and secure approval 1.4. Select appropriate <i>hardware</i> and <i>software</i> 1.5. Provide a specification including <i>hardware</i> and <i>software</i> suppliers and installation plan 1.6. Plan and document implementation information, including hostname and IP addressing
2. Install and configure intranet infrastructure	2.1. Install the <i>intranet</i> on selected <i>hardware</i> and <i>software</i> 2.2. Configure <i>intranet</i> services on <i>server</i> 2.3. Install and configure <i>software</i> where applicable to access <i>intranet</i> for <i>client</i> 2.4. Take action to ensure access by internal <i>user</i> 2.5. If applicable enable <i>intranet</i> capability to link to internet and configure <i>client</i> appropriately
3. Install, manage and configure intranet services to meet requirements	3.1. Install <i>software</i> services on the <i>intranet</i> and <i>server</i> 3.2. Test server <i>software</i> for proper operation 3.3. Install other <i>applications</i> as necessary 3.4. Verify that limited access is working as per security needs 3.5. Verify that intranet is operating within specified parameters 3.6. Verify data integrity 3.7. Monitor <i>network</i> traffic to ensure <i>intranet</i> compliance with specifications 3.8. Confirm intranet meets business <i>requirements</i>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

REQUIRED SKILLS AND KNOWLEDGE

- Skills in network applications and configuration
- Web services set-up
- Uploading and downloading software to a server
- Communication skills in relation to dealing with clients
- Basic problem solving skills in a network environment
- Questioning and active listening skills

Required knowledge

- Current industry-accepted hardware and software and its application in business environments
- Intranet services, including software and hardware platforms
- Client business operations
- Communications technologies for interactive web processes
- Intranet technologies, including implementation and capabilities

Evidence Guide

EVIDENCE GUIDE	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • Assessment must verify knowledge of intranet technologies. • Intranet technology (hardware and software system) must be verified as installed and configured correctly. <p>To demonstrate competency in this unit the person will require access to:</p> <ul style="list-style-type: none"> • Server and workstation hardware and software • Internet connection • Organisational policies and procedures
Context of and specific resources for assessment	<p>Intranets are important corporate communications mechanisms, particularly in larger, complex organisations. Many organisations frequently use internal video, sound and text communication methods in conjunction with their intranet facilities as a means of maximising reach within the organisation. Additionally, some intranets form extranets, that is combinations of intranets linked together by virtual private networks VPNs.</p> <p>It is essential that this unit covers a broad variety of software and hardware, including VPN solutions, PPTP and webDAV. Additionally, it is important to provide for hands-on experience, particularly relating to SOHO and small business needs.</p> <p>The breadth, depth and complexity of knowledge and skills in this competency would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance would be involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or</p>

EVIDENCE GUIDE	
	<p>contingency nature.</p> <p>Assessment must ensure:</p> <ul style="list-style-type: none"> • Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills would be characteristic. • Applications may involve responsibility for, and limited organisation of, others.
Method of assessment	<p>The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.</p> <ul style="list-style-type: none"> • Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. • Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for	Holistic assessment with other units relevant to the

EVIDENCE GUIDE	
assessment	<p>industry sector, workplace and job role is recommended.</p> <p>An individual demonstrating this competency would be able to:</p> <ul style="list-style-type: none"> • Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts • Apply solutions to a defined range of unpredictable problems • Identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas • Identify, analyse and evaluate information from a variety of sources • Take responsibility for own outputs in relation to specified quality standards • Take limited responsibility for the quantity and quality of the output of others • Maintain knowledge of industry products and services <p>Additionally, an individual demonstrating this competency would be able to:</p> <ul style="list-style-type: none"> • Configure and build an intranet • Select appropriate software for a particular scenario • Interpret available information and request clarification • Take responsibility for outputs in work

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Intranet</i> may include but is not	<ul style="list-style-type: none"> • file and printer sharing

RANGE STATEMENT	
limited to:	<ul style="list-style-type: none"> • groupware collaboration • database access • shared websites
Requirements may be in reference to:	<ul style="list-style-type: none"> • business • system • application • network • people in the organisation
Appropriate person may include:	<ul style="list-style-type: none"> • supervisor • teacher • authorised business representative • client
Hardware may include but is not limited to:	<ul style="list-style-type: none"> • workstations • personal computers • modems and other connectivity devices • networks • DSL modems • remote sites • servers
Software may include but is not limited to:	<ul style="list-style-type: none"> • commercial software applications • organisation-specific software • packaged software • in-house or customised software
Client may include but is not limited to:	<ul style="list-style-type: none"> • internal departments • external organisations • clubs • individual people • internal employees
User may include:	<ul style="list-style-type: none"> • a person within a department • a department within the organisation • a third party
Applications may include:	<ul style="list-style-type: none"> • FTP • HTTPS • WebDAV • multimedia • conferencing • CRM • document sharing

RANGE STATEMENT	
<i>Server</i> may include:	<ul style="list-style-type: none"> • Application/web servers • BEA Weblogic servers • IBM VisualAge and WebSphere • Novell NDS servers • Email servers • File and print servers • FTP servers • Firewall servers • Proxy/cache servers
<i>Network</i> may include but is not limited to:	<ul style="list-style-type: none"> • large and small LANs • national WANs • VPNs • the internet • the use of the PSTN for dial-up modems only • private lines • data • voice

Unit Sector(s)

Unit sector	Implement

Co-requisite units

Co-requisite units		

Competency field

Competency field	
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