



Australian Government

ICTSAS214 Protect devices from spam and destructive software

Release: 1

ICTSAS214 Protect devices from spam and destructive software

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to reduce the risk of a device's operation being affected by spam or destructive software by implementing a range of protective cyber security procedures.

It applies to those working under a level of supervision who have responsibility to provide technical support, exercise discretion to protect devices and secure software in a workplace environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems administration and support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to protect devices from spam and destructive software	<ul style="list-style-type: none">1.1 Research and identify common types of spam and destructive software1.2 Identify protective measures against spam and destructive software according to organisational procedures1.3 Select and install spam filter and virus protection software compatible with device1.4 Update software according to organisational procedures and vendor instructions1.5 Configure software security settings and spam filter for protection against destructive software according to organisational procedures

ELEMENT	PERFORMANCE CRITERIA
	1.6 Create schedule to run virus protection software according to organisational procedures
2. Initiate spam and destructive software protection procedures	2.1 Run virus protection and spam filter software according to schedule 2.2 Identify spam and destructive software on device 2.3 Report spam and destructive software to required personnel 2.4 Select protective measure for spam and destructive software removal according to organisational procedures 2.5 Remove spam and destructive software according to organisational procedures
3. Finalise and record protection measures	3.1 Document outcome of protective measures according to organisational procedures 3.2 Maintain records of spam and destructive software 3.3 Report outcomes of protective measures to required personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Researches and interprets information to identify misleading information and compare technical specifications, and identify solutions to new and emerging issues to maintain system
Writing	<ul style="list-style-type: none"> Accurately records and completes documentation according to organisational formats and procedures
Oral Communication	<ul style="list-style-type: none"> Presents information in a clear manner, using specific and appropriate language
Teamwork	<ul style="list-style-type: none"> Identifies and takes steps to follow accepted communication practices and protocols
Planning and organising	<ul style="list-style-type: none"> Plans and implements routine tasks
Problem solving	<ul style="list-style-type: none"> Initiates standard diagnostic procedures when responding to familiar and unfamiliar problems within immediate context, and seeks input from others when problems remain unresolved
Technology	<ul style="list-style-type: none"> Interprets the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS206 Detect and protect from spam and destructive software.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>