



**Australian Government**

# **ICTTEN614 Conduct network system optimisation and administration**

**Release: 1**

# ICTTEN614 Conduct network system optimisation and administration

## Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 7.0.

## Application

This unit describes the skills and knowledge required to maintain the integrity of network support systems and software, for both system platforms and applications of computer systems, including local area networks (LAN) and wide area networks (WAN).

It applies to individuals, working as system administration support officers for service providers and large organisations, who manage and administer networks and make recommendations for improved customer support.

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

## Unit Sector

Telecommunications Networks Engineering

## 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 conduct network system administration	1.1 Obtain work details and scope from relevant personnel and arrange for site access in compliance with required security arrangements, legislation, codes, regulations and standards 1.2 Prepare methodology to conduct platform network optimisation and administration according to organisational requirements 1.3 Interrogate and monitor system platforms to determine error logs, ageing time on processes, database checks and system loadings 1.4 Notify relevant personnel of problems and provide advice and guidance on solutions 1.5 Conduct system measurements from a user perspective on

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	<p>response times and initiate investigations on problems where specifications are not being met</p> <p>1.6 Assess availability of data storage space and initiate required action</p> <p>1.7 Develop procedures for system backup and restoration, and review for efficiency of operation and amend, where required</p>
2. Provide application support to system users	<p>2.1 Produce a set of procedures for formal meetings with users on a regular basis, and discuss and support user issues</p> <p>2.2 Devise training and related instructions for database optimisation and administration</p>
3. Investigate unusual network activity special investigations	<p>3.1 Evaluate requests for investigation to determine detail of action required</p> <p>3.2 Prepare activity plan including timelines, specific goals, investigative team and resources required to conduct an investigation</p> <p>3.3 Conduct investigation methodically according to plan and record findings</p> <p>3.4 Analyse findings and prepare and forward reports, including recommendations to the requesting body</p>
4. Investigate unusual network administration	<p>4.1 Conduct investigation and record findings according to organisational requirements</p> <p>4.2 Produce a cost-benefit analysis of database optimisation schedule and evaluate the return on investment (ROI)</p> <p>4.3 Analyse investigative findings and prepare reports and recommendations for relevant personnel</p>

## Foundation Skills

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

<b>SKILL</b>	<b>DESCRIPTION</b>
Numeracy	<ul style="list-style-type: none"> <li>• Uses mathematical formulae to make statistical calculations about traffic predictions</li> <li>• Uses mathematical formulae to complete cost-benefit analysis</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>• Provides verbal instructions and guidance using specific and required language suitable to audience</li> <li>• Employs listening and questioning techniques to confirm understanding</li> </ul>

<b>SKILL</b>	<b>DESCRIPTION</b>
Reading	<ul style="list-style-type: none"> <li>Organises, evaluates and interprets technical specifications and required documentation from a range of complex texts</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Prepares workplace documentation including training instructions</li> <li>Produces reports on system administration and investigations, incorporating technical language, to communicate complex information clearly and effectively</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>Uses a combination of formal, logical planning processes and an understanding of context for complex, high-impact activities with strategic implications</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>Recognises and addresses some unfamiliar problems of increasing complexity within own scope</li> <li>Uses formal processes to monitor implementation of solutions and reflect on outcomes</li> </ul>
Technology	<ul style="list-style-type: none"> <li>Uses digital systems and tools to enter, store and monitor data</li> <li>Considers the strategic and operational potential of digital technologies to achieve work goals, enhance work processes and enhance solutions</li> </ul>

## Unit Mapping Information

Supersedes and is equivalent to ICTTEN602 Undertake system administration.

## Links

Companion Volume Implementation Guide is found on VETNet -

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