



**Australian Government**

# **BSBITB511 Establish and maintain a network of digital devices**

**Release: 1**

# BSBITB511 Establish and maintain a network of digital devices

## Modification History

| Release   | Comments                                                                             |
|-----------|--------------------------------------------------------------------------------------|
| Release 1 | This version first released with BSB Business Services Training Package Version 3.0. |

## Application

This unit describes the skills and knowledge required to establish a network of digital devices in a workgroup context and to manage the network by keeping records, responding to problems, assisting users and providing training.

It applies to individuals employed in a range of work environments, in which they are required to apply broad knowledge of digital networks. They may be responsible for installing and maintaining the network, but they will work closely with technology professionals in all aspects of this process. In doing so, they may provide administrative support within an enterprise, or may have been delegated these responsibilities for their workgroup or organisation.

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

## Unit Sector

Information and Communications Technology – IT Building and Implementation

## 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. Manage establishment of a workgroup network   | 1.1 Identify current and anticipated network requirements, as well as related opportunities, in accordance with organisational policy and budgetary constraints<br>1.2 Identify any potential incompatibilities between selected network and current organisational software applications, digital devices, and work practices<br>1.3 Obtain and install equipment in accordance with organisational |

| ELEMENT                                      | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                              | requirements and manufacturers' instructions<br>1.4 Install software applications in accordance with organisational requirements and the manufacturers' instructions<br>1.5 Conduct research and document outcomes to demonstrate that the establishment of the network promotes efficiency and access for users                                                                                                                                                                                                                                                                         |
| 2. Manage maintenance of a workgroup network | 2.1 Establish and maintain records to ensure control and security of digital devices and software applications, in accordance with organisational policies and procedures<br>2.2 Respond to network problems and rectify minor faults in accordance with organisational requirements<br>2.3 Report major problems and consult technology experts in accordance with organisational policies and procedures<br>2.4 Identify opportunities for improvements to the network and deliver recommendations to appropriate personnel, in accordance with organisational policies and procedures |
| 3. Assist and train network users            | 3.1 Identify gaps in workforce knowledge and expertise relating to use of the network<br>3.2 Assist network users to maximise network potential<br>3.3 Examine user skills and provide access to appropriate training to improve individual and workgroup efficiency of network use                                                                                                                                                                                                                                                                                                      |

## 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"><li>Identifies and interprets workplace texts, including organisational policies and technical instructions, to identify relevant information</li></ul>                               |
| Writing            | <ul style="list-style-type: none"><li>Maintains accurate records and produces reports and recommendations using formats, terminology and conventions specific to workplace requirements</li></ul>                       |
| Oral Communication | <ul style="list-style-type: none"><li>Explains issues and requirements clearly using appropriate vocabulary and non-verbal features</li><li>Obtains information using active listening and questioning skills</li></ul> |

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Numeracy                   | <ul style="list-style-type: none"> <li>Identifies and interprets numerical information within budgets</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Navigate the world of work | <ul style="list-style-type: none"> <li>Adheres to organisational policies and procedures and considers own role in terms of its contribution to broader goals of work environment</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                               |
| Interact with others       | <ul style="list-style-type: none"> <li>Selects and uses appropriate conventions and protocols when communicating in a range of familiar work contexts</li> <li>Collaborates with others, playing an active role in facilitating effective outcomes</li> </ul>                                                                                                                                                                                                                                                                                                                                              |
| Get the work done          | <ul style="list-style-type: none"> <li>Plans and implements routine and non-routine tasks according to organisational requirements</li> <li>Makes a range of critical and non-critical decisions in relatively complex situations,</li> <li>Uses problem solving techniques to address issues of increasing complexity within own scope</li> <li>Uses digital systems and tools to file and store information and programs in accordance with the organisation's requirements</li> <li>Reflects on the ways in which digital systems and tools are used, or could be used to achieve work goals</li> </ul> |

## Unit Mapping Information

| Code and title<br>current version                             | Code and title<br>previous version                            | Comments                                                                     | Equivalence status |
|---------------------------------------------------------------|---------------------------------------------------------------|------------------------------------------------------------------------------|--------------------|
| BSBITB511 Establish and maintain a network of digital devices | BSBITB501 Establish and maintain a workgroup computer network | Updates to title, elements, performance criteria and assessment requirements | Equivalent unit    |

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

## Assessment Requirements for BSBITB511 Establish and maintain a network of digital devices

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### Performance Evidence

Evidence of the ability to:

- evaluate ability of several network solutions to meet current and future organisational needs
- select, install and maintain software applications and digital devices in accordance with organisational requirements and procedures
- document and present evidence of effectiveness of network
- identify and address network problems, escalating where necessary
- consult with information technology (IT) professionals to address high-level network issues
- provide training or assistance to users on using the network.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

### Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role.

- Key features of digital networking
- Key features of several current and emerging digital network solutions
- Key features of organisational policies and procedures relating to the tasks required
- Key features of organisational budget relevant to the tasks required
- Key features of software application licensing rights and responsibilities.

## Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the information and communications technology – IT building and implementation field of work and include access to:

- office equipment
- networked digital devices
- case studies or, where possible, real situations
- relevant organisational policies, procedures, and strategies
- appropriate software applications.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

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