



Australian Government

Department of Education, Employment and Workplace Relations

ICAS3024B Provide basic system administration

Release: 1

ICAS3024B Provide basic system administration

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to implement components of systems backup, restore, security and licensing in a standalone or client server environment. The following units are linked and form an appropriate cluster: • ICAI3020B Install and optimise operating system software • ICAT3025B Run standard diagnostic tests • ICAS3031B Provide advice to clients No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Prerequisite units		

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. Record security access	1.1. Obtain client access requirements and clearance levels according to organisational requirements 1.2. Issue computer or network user account and password details to client 1.3. Provide security documentation and access to client 1.4. Record user account and security access details to maintain system integrity and assist later auditing
2. Record software licences	2.1. Determine what licensed software is used within the organisation 2.2. Maintain records of licence number and location 2.3. Check personal computers and network for illegal software 2.4. Report illegal software to appropriate person
3. Carry out system backup	3.1. Create or review organisational back-up schedule 3.2. Complete file back-ups according to the schedule 3.3. Label and store back-ups according to organisational requirements 3.4. Maintain records of back-ups
4. Restore system backup	4.1. Determine and test restore procedures according to organisational guidelines 4.2. Complete a restore under supervision of an appropriate person 4.3. Record completed restore according to organisational guidelines
5. Apply security access controls	5.1. Document security access as per clearance guidelines set by management 5.2. Maintain a security access register in line with organisational guidelines to record which client or groups have access to which resources 5.3. Identify the security controls on the file system provided by the operating system 5.4. Apply effective access control on files and directories

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Plain English literacy and communication skills in relation to presentation of information
- Basic diagnostic skills in relation to system administration
- Questioning and active listening for clarifying instructions
- Basic analytical skills
- Problem solving skills
- Inventory recording

Required knowledge

- General knowledge of software copyright responsibilities
- Detailed knowledge of organisational security procedures
- Broad knowledge of operating systems used by the organisation
- Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge in some areas
- Detailed knowledge of back-up procedures
- Detailed knowledge of the system's current functionality
- General knowledge of system performance
- Broad knowledge of maintenance procedures
- Broad knowledge of diagnostic tools

Evidence Guide

EVIDENCE GUIDE	
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.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - Assessment must confirm the ability to perform systems back-up, restore and maintain correct usage according to licensing agreements in a standalone or client server environment. To demonstrate competency in this unit the learner will require access to: - Security guidelines - Back-up procedures
Context of and specific resources for assessment	The breadth, depth and complexity of knowledge and skills in this competency would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available. Assessment must ensure: - Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints would be characteristic. - Applications may involve some responsibility for others. Participation in teams including group or team coordination may be involved.
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In

EVIDENCE GUIDE

	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. - 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 assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: - ICAI3020B Install and optimise operating system software - ICAT3025B Run standard diagnostic tests - ICAS3031B Provide advice to clients An individual demonstrating this competency would be able to: - Demonstrate some relevant theoretical knowledge - Apply a range of well-developed skills - Apply known solutions to a variety of predictable problems - Perform processes that require a range of well-developed skills where some discretion and

EVIDENCE GUIDE

	judgement is required • Interpret available information, using discretion and judgement • Take responsibility for own outputs in work and learning • Take limited responsibility for the output of others • Maintain knowledge of industry products and services
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Range Statement

RANGE STATEMENT

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.

Organisational requirements may include but are not limited to:

- Availability of system to be optimised
- Complexity of technical manuals
- In-house or vendor ICT purchasing arrangements
- Client support documentation
- ICT policy and procedures relating to service levels and installation
- Security procedures
- System administration and back-up procedures
- Type of product licences
- Storage of ICT documentation; register of licences

Organisational guidelines may include but are not limited to:

- personal use of emails and internet access
- content of emails
- downloading information and accessing particular websites
- opening mail with attachments
- virus risk
- dispute resolution
- document procedures and templates

RANGE STATEMENT	
	- communication methods - financial control mechanisms
Records may include:	- databases - spreadsheets or other recording mechanisms using operating system - vendor tools to create, modify and document user accounts and access to computer/network resources
Software may include but is not limited to:	- commercial software applications - organisation-specific software
Appropriate person may include:	- supervisor - teacher - authorised business representative - client
Documentation may follow:	- ISO/IEC/AS standards - audit trails - naming standards - version control - project management templates and report writing - maintaining equipment inventory - client training - satisfaction reports
Client may include but is not limited to:	- internal departments - external organisations - individual people - employees

Unit Sector(s)

Unit sector	Support
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Co-requisite units

Co-requisite units	
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Co-requisite units		

Competency field

Competency field	
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