



Australian Government

ICTNWK301 Provide network systems administration

Release: 1

ICTNWK301 Provide network systems administration

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to technically manage the elements of a network, including contributing to a disaster recovery plan.

It applies to individuals working as frontline technical support personnel responsible for administering a network.

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

Unit Sector

Networking

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. Provide client access and security	1.1 Provide logons, passwords and applications file access to users, and prepare the documentation in line with organisational requirements 1.2 Examine the records of user accounts, to determine access privileges and usage 1.3 Take the necessary action to ensure the maintenance of system integrity and security
2. Provide the input into and disseminate the disaster recovery plan	2.1 Provide input into the organisation's disaster recovery plan 2.2 Disseminate the disaster recovery plan to users, as required
3. Monitor the network	3.1 Perform the diagnostic tests associated with administering

ELEMENT	PERFORMANCE CRITERIA
performance	the network or system 3.2 Analyse and respond to diagnostic information 3.3 Monitor software usage, including any inappropriate or illegal use 3.4 Delete any illegal software from the system 3.5 Monitor the hardware response time, and other performance indicators 3.6 Determine and action, methods for improving the network and systems efficiency, according to the organisational guidelines

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 3.6	Recognises and interprets textual information from organisational guidelines to establish the job requirements
Writing	1.1	Uses specific and relevant language to complete workplace documentation
Oral Communication	1.1, 2.1	Articulates information clearly, using specific and relevant language suitable to the audience, to convey requirements, and listening and questioning techniques, to confirm understanding
Numeracy	3.2	Interprets numerical data to monitor network operations
Interact with others	2.2	Selects the appropriate form, channel and mode of communication for a specific purpose, relevant to own role
Get the work done	1.3, 3.1, 3.2, 3.3, 3.6	- Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency, and considering how to link with the work of others - Understands the purposes, specific functions and key features of common digital systems, and tools, and operates them effectively to complete routine tasks

		Responds to highly obvious routine problems, using step by step instruction and procedures, or by a trial and error process, for non-critical situations
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTNWK301 Provide network systems administration	ICANWK301A Provide network systems administration	Updated to meet Standards for Training Packages.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for ICTNWK301 Provide network systems administration

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Performance Evidence

Evidence of the ability to:

- sustain the operation of the network through the maintenance of network integrity, and by performing diagnostic tests
- contribute to the formulation of a disaster recovery plan, and provide the client with an optimised network that complies with the organisational guidelines
- implement network and systems efficiency, according to organisational guidelines
- provide the appropriate access to the network for users
- maintain, limit or enhance user access, according to authorised requests.

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

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the network's operating system
- outline the different approaches to backing-up, and restoring, computer data
- describe the key elements contained in a disaster recovery policy
- describe the features of network file and folder permissions
- outline the vendor service-level agreement
- summarise operating systems supported by the organisation, their functions and basic features
- outline the organisation's access and security procedures
- identify and describe the organisational and technical systems
- describe the organisational procedures for protection against, and elimination, of computer viruses
- describe the policies and procedures for deleting, restoring and archiving files
- describe the procedures for creating logons

- outline the security, and network, guidelines and procedures
- state the responsibilities for software copyright.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the network industry, and include access to:

- a live network
- systems administration tools currently used in the industry
- the organisational policy and procedures

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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