



Australian Government

ICTNWK501 Plan, implement and test enterprise communication solutions

Release: 1

ICTNWK501 Plan, implement and test enterprise communication solutions

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 manage deployment and administration of an enterprise messaging environment.

It applies to individuals working as information and communications technology (ICT) professionals who configure and deploy software to supply mail, collaboration and messaging services in an enterprise environment.

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. Plan, implement and test an enterprise email solution	1.1 Plan implementation to provide mail services to meet business requirements 1.2 Prepare existing network for mail server installation 1.3 Install and configure mail servers 1.4 Configure users, mailboxes, address lists, distribution lists and user constraints 1.5 Configure mail-client access 1.6 Configure message integrity and anti-spam, antivirus and anti-phishing measures

ELEMENT	PERFORMANCE CRITERIA
	1.7 Configure message transport to deliver mail within and outside enterprise 1.8 Monitor mail system performance 1.9 Implement measures to provide high availability and data recovery 1.10 Test functionality
2. Plan, implement and test remote access to email	2.1 Plan remote access to mail 2.2 Configure mail system to provide remote access 2.3 Test remote mail access
3. Plan, implement and test an enterprise web portal or content management solution	3.1 Plan namespace and server roles, and deploy web portal or content management software 3.2 Configure access and security 3.3 Configure network infrastructure 3.4 Manage design and customisation of portal and related services 3.5 Monitor performance and logs 3.6 Implement measures to provide high availability and disaster recovery 3.7 Test functionality
4. Plan, implement and test business collaboration tools	4.1 Plan namespace and server roles, and deploy business collaboration software 4.2 Configure access and security 4.3 Configure network infrastructure 4.4 Customise to meet business requirements 4.5 Monitor performance and logs 4.6 Implement measures to provide high availability and disaster recovery 4.7 Test functionality

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	4.5	Gathers, interprets and analyses technical documentation to test and implement business tools successfully
Numeracy	1.10, 3.5	Selects and interprets mathematical information that may be partly embedded in a range of familiar and less familiar tasks to evaluate performance and interoperability of communication services
Get the work done	1.1-1.10, 2.1-2.3, 3.-3.4, 3.6, 3.7, 4.1-4.4, 4.6, 4.7	- Uses a combination of formal, logical planning processes and an increasingly intuitive understanding of context to plan, design and implement a communications solution - Reflects on the ways in which digital systems and tools are used, or could be used, to achieve work goals and begins to recognise strategic and operational applications - Uses specialised software to ensure a business can engage with geographically distributed team members in virtual environments - Initiates standard procedures when responding to a predictable range of network and software compatibility problems

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTNWK501 Plan, implement and test enterprise communication solutions	ICANWK501A Plan, implement and test enterprise communication solutions	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 ICTNWK501 Plan, implement and test enterprise communication solutions

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Performance Evidence

Evidence of the ability to:

- plan and implement an enterprise mail system
- plan and implement an enterprise web portal or content management system
- design and implement business collaboration tools
- configure network, servers and application software to provide optimal performance, meet security requirements and avoid known conflicts
- configure applications to meet customisation requirements
- monitor and test the performance of aspects of the solution.

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:

- identify and describe the features of a mail server application
- describe business collaboration tools
- explain the purpose and use of web portal or content management software
- outline the importance of administering database servers to support portal applications
- describe the key principles of data protection, including:
 - backup and restoration
 - firewall configuration
 - security and authentication practices
- describe the important features of administering a network, including:
 - load balancing for applications
 - server or directory administration
 - infrastructure

- web server administration.

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:

- site where server applications can be installed
- networked servers
- workstations
- switch
- wide area network (WAN) service point of presence.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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