



Australian Government

ICTNWK536 Plan, implement and test enterprise communication solutions

Release: 1

ICTNWK536 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 4.0.

Application

This unit describes the skills and knowledge required to manage the deployment and administration of enterprise communication solutions. It includes email and remote access email, web portal or content management solution, and enterprise collaboration tools.

It applies to individuals working as information and communications technology (ICT) professionals who configure and deploy software to supply email, collaboration and messaging services to meet the needs of enterprise users.

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 for enterprise communication solutions	1.1 Research and identify enterprise communication solutions to meet organisational requirements 1.2 Evaluate and compare enterprise communication solutions against organisational requirements 1.3 Select enterprise communication solutions to address organisational requirements 1.4 Acquire enterprise communication solutions in accordance with organisational requirements 1.5 Consult with stakeholders to develop implementation plan

	addressing the organisational requirements
2. Implement enterprise communication solutions	2.1 Implement and configure enterprise communication solutions in accordance with implementation plan 2.2 Determine if implementation of enterprise communication solutions meets implementation plan and organisational requirements and modify implementation to address variance
3. Test and monitor implementation of enterprise communication solutions	3.1 Test enterprise communication solutions to determine if enterprise communication solutions are operating correctly according to system specifications 3.2 Monitor and analyse performance and logs of enterprise communication solutions to determine if organisational requirements are met 3.3 Modify enterprise communication solutions to address instances where organisational requirements are not met

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	Gathers, interprets and analyses technical documentation to test and implement enterprise tools successfully
Numeracy	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	- 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 an enterprise can engage with geographically distributed team members - 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
ICTNWK536 Plan, implement and test enterprise communication solutions	ICTNWK501 Plan, implement and test enterprise communication solutions	Edits to application to clarify intent and scope. Edits to elements 1–3 and assessment requirements to clarify intent. Edits to foundation skills to align with unit elements.	Equivalent unit

Links

Companion Volume Implementation Guides are available from VETNet -

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

Assessment Requirements for ICTNWK536 Plan, implement and test enterprise communication solutions

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit; including evidence of the ability to:

- Plan, implement and test enterprise communication solutions including:
 - one email system including:
 - preparing existing networks
 - configuring users, mailboxes, address lists, distribution lists, user constraints, remote email access, message integrity and antispam controls, antivirus controls and anti-phishing controls
 - one content management system including:
 - planning namespace and server roles
 - configuring access, security, network infrastructure and customisations
 - providing high availability and disaster recovery
 - one collaboration tool including:
 - planning namespace and server roles
 - configuring access, security, network infrastructure and customisations
 - providing high availability and disaster recovery

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes:

- Key requirements of an ICT implementation plan
- Features and purpose of an email server application
- Features and purpose of organisational collaboration tools
- Features and purpose of web portal or content management software
- Testing processes
- Key principles of data protection, including:

- backup and restoration
- firewall configuration
- security and authentication practices
- Important features of network administration, including:
 - load balancing for applications
 - server and directory administration
 - infrastructure
 - web server administration
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Assessment Conditions

Skills must be demonstrated in a workplace or simulated environment where conditions are typical of those in an ICT working environment or ICT workplace. This includes:

- Site where server applications can be installed
- Networked servers
- Organisational requirements for email solution, remote access to email, content management system, and collaboration tools.
- Details relating to enterprise email requirements including users, mailboxes, address lists, distribution lists, and user constraints
- Antivirus, antispyware, and anti-phishing controls
- Enterprise collaboration software
- Workstations
- Switch
- Wide area network (WAN) service point of presence
- Individual stakeholders to consult

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

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