



Australian Government

ICTSAS214 Protect devices from spam and destructive software

Release: 1

ICTSAS214 Protect devices from spam and destructive software

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to reduce the risk of a device's operation being affected by spam or destructive software by implementing a range of protective cyber security procedures.

It applies to those working under a level of supervision who have responsibility to provide technical support, exercise discretion to protect devices and secure software in a workplace environment.

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

Unit Sector

Systems administration and support

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. Prepare to protect devices from spam and destructive software	1.1 Research and identify common types of spam and destructive software 1.2 Identify protective measures against spam and destructive software according to organisational procedures 1.3 Select and install spam filter and virus protection software compatible with device 1.4 Update software according to organisational procedures and vendor instructions 1.5 Configure software security settings and spam filter for protection against destructive software according to organisational procedures

ELEMENT	PERFORMANCE CRITERIA
	1.6 Create schedule to run virus protection software according to organisational procedures
2. Initiate spam and destructive software protection procedures	2.1 Run virus protection and spam filter software according to schedule 2.2 Identify spam and destructive software on device 2.3 Report spam and destructive software to required personnel 2.4 Select protective measure for spam and destructive software removal according to organisational procedures 2.5 Remove spam and destructive software according to organisational procedures
3. Finalise and record protection measures	3.1 Document outcome of protective measures according to organisational procedures 3.2 Maintain records of spam and destructive software 3.3 Report outcomes of protective measures to required personnel

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	Researches and interprets information to identify misleading information and compare technical specifications, and identify solutions to new and emerging issues to maintain system
Writing	Accurately records and completes documentation according to organisational formats and procedures
Oral Communication	Presents information in a clear manner, using specific and appropriate language
Teamwork	Identifies and takes steps to follow accepted communication practices and protocols
Planning and organising	Plans and implements routine tasks
Problem solving	Initiates standard diagnostic procedures when responding to familiar and unfamiliar problems within immediate context, and seeks input from others when problems remain unresolved
Technology	Interprets the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS206 Detect and protect from spam and destructive software.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTSAS214 Protect devices from spam and destructive software

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Performance Evidence

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

- detect and remove:
 - at least one piece of spam from a device
 - at least one piece of destructive software from a different device.

In the course of the above, the candidate must:

- identify spam types, destructive software and protective measures
- update spam filter and virus protection software as available
- maintain and report on protective measures taken against spam and destructive software.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- spam types and destructive software on a range of different devices including:
 - desktop computers
 - laptops
 - tablets
 - mobile and smartphones
 - wearables
 - media players
- organisational procedures regarding:
 - protective measures against spam and destructive software
 - software updates
 - software security and spam filter settings
 - protective procedures for spam and destructive software removal

- documenting and reporting outcome of protective measures
- spam and virus intrusions and remedial actions
- types of protective applications used against viruses and spam
- operating systems features and components
- components of hardware that may be affected by spam
- technical records, vendor documentation, enterprise procedures and guidelines.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- working areas with a representative range of devices, application software and operating systems
- industry standard antivirus and anti-spam software
- technical records and vendor instructions
- enterprise procedures and guidelines.

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

Links

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