



Australian Government

ICTSAS304 Provide basic system administration

Release: 1

ICTSAS304 Provide basic system 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 implement components of systems backup, restore, security and licensing in a stand-alone or client server environment.

It applies to individuals who, while working under limited supervision, have responsibility in a frontline technical support capacity to exercise discretion and judgement, using appropriate knowledge to provide assistance.

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. 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

ELEMENT	PERFORMANCE CRITERIA
	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 backup schedule 3.2 Complete file backups according to schedule 3.3 Label and store backups according to organisational requirements 3.4 Maintain record of backups
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

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, 2.1, 4.1, 5.1, 5.3	Interprets and evaluates a range of textual information to maintain effective methods while adhering to appropriate standards
Writing	1.2, 1.4, 2.2, 2.4, 3.4, 4.3, 5.1, 5.2	Records detailed information incorporating both factual and professional language that adheres to organisational standards

Oral Communication	1.2, 2.4, 4.2	- Provides information using language appropriate to environment and audience - Uses listening and questioning techniques to confirm understanding
Numeracy	1.4, 2.2, 3.3, 3.4, 4.1-4.3, 5.1-5.4	Extracts and evaluates the mathematical information embedded in a range of tasks and texts to maintain records for internal reference
Navigate the world of work	1.1-1.4, 2.1-2.4	Appreciates the implications of legal and regulatory responsibilities related to own work, and is beginning to recognise some general legal principles applicable in relation to security access and software
Interact with others	2.4, 4.2	- Selects the appropriate form, channel and mode of communication when reporting illegal software use - Contributes to specific activities requiring joint responsibility and accountability when completing a restore under supervision
Get the work done	All	- Takes responsibility for planning and organising own work, identifying ways of sequencing and combining elements for greater efficiency, and considering how to link with the work of others - Implements actions as per plan, making slight adjustments if necessary - Selects from a range of pre-determined options in routine situations, identifying and taking some situational factors into account - Monitors and controls access to digitally stored and transmitted information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS304 Provide basic system administration	ICASAS304A Provide basic system 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 ICTSAS304 Provide basic system administration

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Performance Evidence

Evidence of the ability to:

- perform a systems backup, restore and maintain correct usage according to licensing agreements in a stand-alone or client server environment
- maintain software licence records and check for copyright compliance within the system
- maintain security access records and apply access controls on network resources.

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:

- describe common backup procedures
- identify and outline operating systems used by the organisation
- describe the organisational security procedures
- identify organisational standards to:
 - carry out backup and restore operations
 - label and store backups
 - record security and software details
- describe the selection, functions and features of appropriate diagnostic tools
- identify software copyright responsibilities
- identify the system's current functionality.

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 systems administration and support field of work and include access to:

- operating systems
- software licence records
- technical records and documentation
- organisational backup and restore procedures
- organisational security guidelines.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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