



Australian Government

ICTSAS312 Provide basic system administration

Release: 1

ICTSAS312 Provide basic system administration

Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Supersedes and is equivalent to ICTSAS304 Provide basic system administration.

Application

This unit describes the skills and knowledge required to select, operate and implement basic system administrative processes in stand-alone or client server environments.

The unit applies to individuals who may work in supervised technical support roles, with some responsibility in undertaking administrative activities, using a wide range of information and communications technology (ICT) skills and knowledge.

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. Administer security access	1.1 Confirm work brief and task according to organisational policies and procedures 1.2 Obtain client access and clearance level guidelines according to organisational policies and procedures 1.3 Authenticate password protected client-server user access 1.4 Document security clearance and client details 1.5 Test user access and report issues to required personnel
2. Manage software licences	2.1 Identify existing software used in organisation according to work brief

ELEMENT	PERFORMANCE CRITERIA
	2.2 Access and identify server records 2.3 Analyse and categorise system vulnerability alerts on organisational devices and network 2.4 Report security threats to required personnel in required format
3. Complete backup procedures	3.1 Review and update organisational backup schedule according to analysis findings and system requirements 3.2 Carry out file backups according to backup schedule 3.3 Label and store backups according to organisational policies and procedures 3.4 Identify and report issues related to backups to required personnel
4. Restore system	4.1 Identify system recovery procedures 4.2 Complete system restore under required supervision 4.3 Seek feedback from required personnel 4.4 Record and file system restore process and issues encountered
5. Assess security access controls	5.1 Create security access register according to work brief 5.2 Identify operating system security controls across in-scope systems 5.3 Apply files and directory access control settings 5.4 Confirm security control functionality 5.5 Report any security control issues and alerts 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
Oral communication	- Provides information using required form, channel and mode of communication and language appropriate to environment and audience - Uses listening and questioning techniques to confirm understanding
Reading	Evaluates a range of textual information to maintain effective methods while adhering to appropriate standards

Skill	Description
Writing	Records detailed information according to organisational standards
Planning and organising	- Takes responsibility for planning and organising own work, identifying ways of sequencing and combining elements for greater efficiency - Selects from a range of pre-determined options in routine situations, identifying and taking some situational factors into account
Technology	Monitors and controls access to digitally stored and transmitted information

Unit Mapping Information

Supersedes and is equivalent to ICTSAS304 Provide basic system administration.

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 ICTSAS312 Provide basic system administration

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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:

- perform at least two system backup procedures on a client server.

In the course of the above, the candidate must:

- authenticate security access to organisational network for at least one client server
- apply required organisational policies and procedures.

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:

- key functions and features of:
 - security access
 - password-protected client servers
 - licensed software and server records
 - operating systems, hardware, software and equipment
 - organisational security procedures
 - computing diagnostic tools
- organisational requirements for obtaining client access and clearance levels
- methods to authenticate and document user access to a network
- techniques and standards used to categorise system vulnerability alerts
- types and features of organisational device and network security threats
- methods to conduct system backups
- key organisational requirements to carry out required work tasks, including:

- backup and restore operations
- creating security access registers
- configuring access control settings
- backup labelling and storage
- recording security and software details
- detecting threats and alerts
- organisational formats for documentation
- organisational policies and procedures relating to work tasks.

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:

- basic computer systems that require basic system administration
- client-server user access operating systems
- opportunities for interaction with others
- organisational policies and procedures required to demonstrate the performance evidence.

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

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