



Australian Government

ICTSAS419 Support system software

Release: 1

ICTSAS419 Support system software

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 operate and support system software.

It applies to individuals who provide assistance and use technical and specialised knowledge and a systematic approach to tasks to ensure organisational standards are met in maintaining the operating system.

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. Maintain system software	1.1 Evaluate system effectiveness against organisational requirements and benchmarks to determine if maintenance activities should be commenced 1.2 Use system utilisation, file and disk structure, performance reports and files to identify peak periods and possible performance problems 1.3 Monitor system data levels to determine whether system performance is consistent with predetermined standards 1.4 Troubleshoot the system, if required, with appropriate system tools 1.5 Monitor and retune the system to improve performance

ELEMENT	PERFORMANCE CRITERIA
2. Set up and manage system files	2.1 Evaluate system requirements and monitor the appropriateness of file and folder structures 2.2 Use appropriate administration and tools to create file and folder structures 2.3 Set security, access and sharing of file system to meet requirements 2.4 Identify virus protection requirements of the network in line with policies and organisational requirements 2.5 Scan system for viruses and remove detected viruses 2.6 Test file system to ensure appropriate access is available to user groups 2.7 Ensure logon scripts and custom written utilities and programs conform to organisational guidelines for simple programming constructs 2.8 Document the file system created according to organisational guidelines
3. Monitor and manage system usage and security	3.1 Monitor user access against user access levels 3.2 Review security requirements for user and data to be stored on network 3.3 Determine risks that data is exposed to, and formulate appropriate prevention and recovery processes 3.4 Implement a system to provide backup and to restore services in the event of a disaster 3.5 Document disaster recovery procedures
4. Carry out system backup	4.1 Confirm backup schedule meets organisational requirements 4.2 Ensure system backups are completed according to organisational, scheduling and system requirements 4.3 Ensure that a secure off-site location for the storage of backup media is provided and used 4.4 Ensure system backups are recorded according to organisational requirements
5. Restore system backup	5.1 Ensure system restores are completed when required for system recovery or testing according to organisational guidelines 5.2 Optimise the restored system according to organisational requirements 5.3 Ensure system restores are documented according to

ELEMENT	PERFORMANCE CRITERIA
	organisational requirements

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, 1.2, 2.1, 2.4, 2.5, 2.7, 3.1-3.3	Interprets and analyses technical and non-technical information and system data from a range of sources to determine requirements and complete necessary actions
Writing	2.8, 3.3, 3.5, 4.4, 5.3	Accurately records information and system data using required format, terminology and conventions specific to requirements Prepares reports using concise language and correct spelling and grammar to convey explicit information and requirements
Numeracy	1.2, 2.7, 2.8, 3.2, 5.3	Uses mathematical equations to calculate and compare system and numerical data to determine required actions and to prepare reports
Get the work done	1.1-1.5, 2.1-2.3, 2.5, 2.6, 2.8, 3.1, 3.3-3.5, 4.1, 4.2, 4.4, 5.1, 5.2	Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes Applies analytical processes to resolve technical or conceptual problems Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

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ICTSAS419 Support system software	ICASAS419A Support system software	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 ICTSAS419 Support system software

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Performance Evidence

Evidence of the ability to:

- monitor and document system software performance according to vendor and organisational benchmarks
- maintain system performance to these benchmarks
- use a wide range of features and system tools.

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:

- analyse and describe system software and system tools
- outline the key features of change management systems
- describe the client business domain
- describe the quality assurance practices with regard to supporting system software
- identify and describe vendor products and trends in product development.

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:

- special purpose tools, equipment and materials
- industry software packages
- organisational performance benchmarks
- live system

- client user requirements.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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