



Australian Government

ICTSAS441 Support ICT system software

Release: 1

ICTSAS441 Support ICT system 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 support Information and Communications Technology (ICT) system software through the management of ICT system files, management of ICT system security, ICT system backups and ICT system restores.

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 operating systems.

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. Access and maintain ICT system software	1.1 Access ICT system software according to organisational procedures 1.2 Evaluate ICT system effectiveness against organisational requirements and benchmarks and determine if maintenance activities should be commenced 1.3 Identify peak periods and performance problems 1.4 Monitor ICT system data levels 1.5 Troubleshoot ICT system with required ICT system tools as needed 1.6 Monitor and retune ICT system
2. Set up and manage	2.1 Access ICT system files

ELEMENT	PERFORMANCE CRITERIA
ICT system files	2.2 Evaluate ICT system requirements and monitor appropriateness of file and folder structures 2.3 Create required administration file and folder structures 2.4 Set up security and access and sharing of file system according to ICT system requirements 2.5 Test file system and confirm required access to user groups 2.6 Write logon scripts and custom utilities and programs according to organisational guidelines 2.7 Document file system created according to organisational guidelines
3. Monitor and manage ICT system usage and security	3.1 Monitor user access against user access levels 3.2 Review user and data security requirements 3.3 Identify virus protection requirements of network according to organisational requirements 3.4 Scan ICT system for viruses and remove detected viruses 3.5 Determine data exposure risks and formulate required prevention and recovery processes 3.6 Implement backup and to restore services system 3.7 Document disaster recovery procedures according to organisational requirements
4. Carry out ICT system backup and restore ICT system backup	4.1 Confirm backup schedule meets organisational requirements 4.2 Complete ICT system backup according to organisational, scheduling and system requirements 4.3 Provide and use a secure off-site location for storage of backup media 4.4 Complete required ICT system restores and system recovery according to organisational guidelines 4.5 Optimise restored ICT system according to organisational requirements 4.6 Record ICT system backups and restores according to organisational requirements
5. Finalise ICT system software support procedures	5.1 Confirm all ICT system support procedures have been performed 5.2 Review implemented ICT system changes 5.3 Evaluate and report on ICT system support procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	Interprets and analyses technical and non-technical information and system data from a range of sources to determine requirements and complete required actions
Writing	Prepares required workplace documentation using appropriate structure, layout and technical language
Numeracy	Uses mathematical equations to calculate and compare system and numerical data to determine required actions and to prepare reports
Problem solving	Applies analytical processes to resolve technical or conceptual problems
Self-management	Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes
Technology	Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS419 Support system 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 ICTSAS441 Support ICT system 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:

- support ICT system software by completing all of the following, on two separate ICT systems:
 - ICT system file management
 - ICT system security management
 - ICT system backup
 - ICT system restore.

In the course of the above, the candidate must:

- prepare documentation and reports
- access required ICT system software and files
- maintain system performance benchmarks
- use a wide range of features and system tools.

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:

- system software and system tools
- reasons for system performance problems, such as:
 - system utilisation
 - file and disk structure
 - performance reports and files
- system data levels
 - system performance indicators
 - predetermined system performance standards

- key features of change management systems
- the client business domain
- quality assurance practices with regard to supporting system software
- simple programming constructs
- vendor products and trends in product development.

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:

- special purpose tools, equipment and materials for ICT system support
- industry software packages
- organisational performance benchmarks
- live system
- client user requirements.

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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