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| Training Package | Information Technology ICA99 | Unit Code |
| Title: | Administer network peripherals | ICAITS121A |
| Unit Descriptor | This unit defines the competency required to manage a networked peripheral environment in order to provide services to client users. | HSC Indicative Hours: 15 |
| Field/Stream | Support Information Technology | |
| Related Competency Standards | The project life cycle and the IT methodology employed will determine which particular units of competency are relevant to this unit, some include the Project Management, Implementation, Use, Documentation and Teamwork functional areas. | |

| Key Competencies | | | | | | | |
|--|-----------------------------------|------------------------------|-------------------------------|---------------------------------------|----------------|----------------|-------------------------|
| Collect, Analyse, and Organise Information | Communicate Ideas and Information | Plan and Organise Activities | Work with Others and in Teams | Use Mathematical Ideas and Techniques | Solve Problems | Use Technology | Cultural Understandings |
| 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |

| Related learning for the HSC | Resources that may be used for in training and assessment for this unit |
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| <p>Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. This can include:</p> <ul style="list-style-type: none"> • Systems Design and Development • Information Processes and Technology | <ul style="list-style-type: none"> • Non-endorsed materials for ICAITS121B • National Information Technology Module ITG201 – Using Computer Networks • National Module NITG302 – Installing and managing peer to peer LANs • National Module NITG301 – Value added information services • Computing industry magazines and journals • Computer vendor advertising materials • Computer manuals and tutorials • Materials developed by Registered Training Organisations • Various commercially produced materials including textbooks and computer tutorials |

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| Element of Competency | Performance Criteria | Underpinning Skills and Knowledge | Evidence Requirements | HSC Requirements |
|-------------------------------------|--|---|--|--|
| 1. Install peripherals to a network | <ol style="list-style-type: none"> 1. Location of peripherals is planned to provide appropriate services to client users and to take into consideration OHS factors 2. Peripherals are connected to network using vendor approved method and or technology 3. Peripherals are connected to computers in the network using parallel, serial or other direct connection methods 4. Peripherals, accessories or upgrades to printers such as memory or high volume paper trays are added 5. Peripherals are tested for correct operation | <ul style="list-style-type: none"> • Principles of EEO and anti-discrimination • Principles of OH&S • Understanding systems, technical and organisational • Broad general knowledge of operating system functions and basic features • Current industry accepted hardware and software products with broad knowledge of general features and capabilities and detailed knowledge in some areas | <p>Critical aspects of assessment</p> <p>Assessment must confirm knowledge of peripheral technologies and how network peripherals (hardware and software) are installed and configured. Assessment must confirm the ability to maintain networked peripherals in working order.</p> | <p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • file server, workstation, network operating system • users, groups • security, permissions, resource sharing • peripheral device support, device drivers • network protocols • remote login and management • consumables • queues, spooling, pooling • print server • device management software |

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|--|--|--|--|--|
| 2. Configure peripheral services to manage peripherals | <ol style="list-style-type: none"> 1. Peripherals services are installed to manage local and network connected peripherals 2. Meaningful named for peripherals and/or queues are used 3. Security and access are configured to allow appropriate users to make use of peripherals 4. Workstation peripherals facilities are configured to allow peripheral with popular operating systems and user applications | <ul style="list-style-type: none"> • Broad knowledge base of escalation procedures • Hardware and software supported by the organisation • Information Technology terminology • Telephone, fax and on-line functions and procedures • Work group procedures • Broad general knowledge of Equal Employment Opportunity legislation • Broad general knowledge of Anti-discrimination legislation • In-house or vendor support available • Security and network guidelines/procedures • Broad general knowledge of Occupational Health and Safety regulations | <p>Interdependent units of assessment</p> <p>This unit may be assessed with any of the following: ICAITS013A, ICAITI013A, ICAITU018B, ICAITS023B, ICAITU019B, ICAITU001A, ICAITD001A, ICAITS020B, ICAITS025B, ICAITS24B. The interdependence of units of competency for assessment will vary with the particular project or scenario.</p> | <p>Learning experiences for the HSC must include:</p> <ul style="list-style-type: none"> • adding and testing a printer device to a network • managing a printer queue based on the needs of individual accounts or groups • the establishment and interpretation of an audit log for the peripheral device. |
| 3. Administer and support peripheral services | <ol style="list-style-type: none"> 1. Control queues are assigned priority 2. Network peripheral management software is used that is either supplied by peripheral vendor, or included as part of the network operating system, or supplied by third parties 3. Templates are created for use on the network 4. Maintenance schedules, usage logs, cost centre usage statistics are developed 5. Capacity to use peripheral services from their application or workstation is demonstrated to users | | | |

| Element of Competency | Performance Criteria | Underpinning Skills and Knowledge | Evidence Requirements | HSC Requirements |
|----------------------------------|--|--|-----------------------|------------------|
| 4. Trouble-shoot common problems | <ol style="list-style-type: none"> 1. Regular maintenance schedule is carried out as recommended by peripheral manufacturer 2. Consumables and other components are replaced when due 3. Other peripheral mishaps and malfunctions are fixed 4. Peripheral usage and/or traffic is monitored and additional peripherals are recommended when needed 5. Failure of peripheral services is determined and rectified | <ul style="list-style-type: none"> • Strong customer service • Decision-making involving discretion and judgement • Time management for self and others • Problem-solving known problems in a variety of contexts • Questioning and active listening for conveying and clarifying information • Literacy skills in regard to interpretation of technical manuals • ICAITS016B | | |

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| Resources | Assessment may be carried out on site or using specific scenarios where the outcome is well defined. This should be a practical assessment using appropriate equipment. Peers and supervisors for obtaining information on the extent and quality of the contribution made. |
| Consistency | Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts. |
| Context | This competency can be assessed in the workplace or in a simulated environment. If this competency is assessed as part of training course and the candidate is not employed in the industry, they will need to demonstrate familiarity with 2 or more network systems by identifying the general features, strengths and the weaknesses of each in relation to the client's business requirements. This is in addition to the above critical aspects of evidence. |
| Range of Variables | |
| Variable | Scope |
| Network | May include, but not restricted to large and small LANs, national and international WANs, the Internet, the use of the PSTN for dial up modems only, private lines, data and voice. |
| Documentation and reporting | Audit trails, naming standards, version control. |
| OH&S standards | As per company, statutory and vendor requirements. Ergonomic and environmental factors must be considered during the demonstration of this competency. |
| Organisational standards | May be based upon formal, well-documented methodologies or non-existent. For training delivery purposes, best practice examples from industry will be used. |
| Printers | May include but not restricted to laser printers, ink jet, mono or colour, etc. |
| Connectivity | May include but not restricted to Ethernet, Appletalk, serial and parallel. |
| Network operating system | Each product will have different functionality and ways of operating. Third party products may also be used in printer administration. |