PART A - PERSONAL INFORMATION & DECLARATION OF COMPETENCE

Personal Information and Organisational Details

First Name	Toby	Last Name	Kayali
Job Title Business Name			
RTO		Site/ Campus	
Department (if relevant)		Student ID (If relevant)	
Address			
Suburb/City		Postcode	
Phone		Mobile	
Email			

Declaration and Signature

To be signed on completion of the Self-Assessment Task

I declare that the information provided in this document is accurate and the evidence presented is authentic. I have evaluated my response and I judge that it establishes equivalent competence to the competencies set out in the ICT30118 Certificate III in Information Technology. The completed document and portfolio of evidence has been examined and verified by my qualified assessor.

Signature of Candidate:	Date:
Signature of Assessor:	Date:

PART B - PRACTICAL ASSESSMENT

Student Name:

Course Code(s)/Title(s):	ICT30118 Certificate III Information, Digital Media and Technology
Unit Code/Title:	ICTSAS304 Provide Basic System Administration

Evaluation					
C	Competent	FTR	Further Training Required	FER	Further Evidence Required

ICTSAS304 Provide basic system administration

You will need:
- A removable storage device e.g. USB drive memory stick etc. for collection of evidence
- Access to workstation, virtual machines on your workstation and network router and connectivity to the internet
- Access to training material if necessary

You will need to gather evidence of your work by:

- Screen captures of the work you are doing
- Answering questions to show your understanding and demonstration of the skills and competencies
- Answers to questions from your assessors.
- Observation by your assessor of tasks you are being assessed on

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
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
	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

Practical Assessment
ICTSAS304 Provide basic system administration (20)

	Assessor Use Only
Task Before commencing your tasks ensure you: } Adjust your workstation according to OH&S principles } Check your workstation and immediate work area for hazards You are entitled to ask for help if you do not understand a question or the language used is not clear to you. You can ask your assessor to explain the question in simpler language if you need to have this help.	**Element/ Performance Criteria**
Hardware testing, servicing and maintenance You are required to demonstrate a number of skills in this assessment in the unit Maintain equipment and software Your organization would like to follow a number of guidelines such as: ● Use OH&S work principles and practices ● Configure a live network ● Test and troubleshoot a live network You will be required to demonstrate: ● perform 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 details in a register and apply access controls on (network) resources.	

Record security access	
1	
(a) The following client accounts need to be created on the Windows system with correct permissions based on the **Appendix A** forms that have been submitted. Log on to begin the creation of these accounts by:	1.1 1.2 1.3 1.4

     i.   Creating Groups according to each Group name

ACCOUNTS PAYABLE   ACCOUNTS PAYABLE
HR   HR
MARKETING   MARKETING
PAYROLL   PAYROLL
SALES   SALES

     ii.   Creating Users according to each user name

JHun   Jenny Hun
JNkomo   Joseph Nkomo
JSmith   John Smith

     iii.   Passwords that are recorded for each user

USER - PASSWORD
JSmith - JSmith1
JHun - JHun1
JNkomo - JNkomo1

     iv.   Folders on the Desktop for each Group using the Group Name

Payroll   HR   Accounts Payable   Marketing   Sales

     v.   Add a few sample files for each Folder on the Desktop

Payroll   HR   Accounts Payable   Marketing   Sales

The organizational policy for usernames is firstinitialsurname eg. John smith is jsmith. If there is a duplicate then use 1, 2, 3, etc eg. Jane smith would be jsmith1, jenny smith would be jsmith2 etc.

(b) Complete creation of these accounts with appropriate permissions for each folder with screen shots to verify you have completed these tasks.
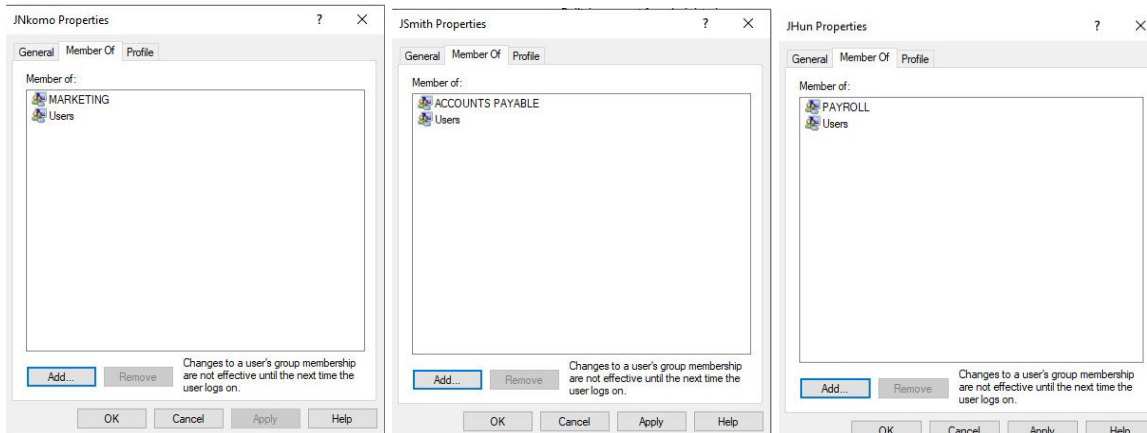
(c) Complete the **Appendix A** forms with username, initial password and hand to the client/employee with logon instructions and conditions of use and a sample Acceptable Use and Security policy

ABC Pty Ltd
Account request form

Date: 12/4/2013
Name: Joseph
Surname: Nkomo
Department: Marketing

Data Access – tick the data to which you need access:

	Read		Read/Write	
Sales:	Read	☐	Read/Write	☐
Marketing:	Read	☐	Read/Write	P
Accounts payable:	Read	☐	Read/Write	☐
Accounts receivable:	Read	☐	Read/Write	☐
Payroll:	Read	☐	Read/Write	☐
Human Resources:	Read	☐	Read/Write	☐

Account acceptable use conditions
Account details such as username and password are assigned to the authorised employee and cannot be transmitted to another person for any reason. The holder of the account is also bound by the Acceptable Use Policy of the ABC Pty Ltd network. Any breach of these rules is considered to be serious misconduct and will result in appropriate sanctions.

Client/employee signature ___JNkomo_____ Date ---12/4/2013------

Supervisor signature ___KGroon_____ Date ---12/4/2013--------------

Office use only
Username allocated : Username: JNkomo
Password: JNkomo1_____ Date : 19/8/2020_____

ABC Pty Ltd
Account request form

Date: 15 April 2013
Name: John
Surname: Smith
Department: Accounts payable

Data Access – tick the data to which you need access:

	Read		Read/Write	
Sales:	Read	☐	Read/Write	☐
Marketing:	Read	☐	Read/Write	☐
Accounts payable:	Read	☐	Read/Write	P
Accounts receivable:	Read	☐	Read/Write	☐
Payroll:	Read	☐	Read/Write	☐
Human Resources:	Read	☐	Read/Write	☐

Account acceptable use conditions
Account details such as username and password are assigned to the authorised employee and cannot be transmitted to another person for any reason. The holder of the account is also bound by the Acceptable Use Policy of the ABC Pty Ltd network. Any breach of these rules is considered to be serious misconduct and will result in appropriate sanctions.

Client/employee signature ___John Smith_____ Date --15/4/2013-----

Supervisor signature ___JJones_____ Date ---15/4/2013-----------

Office use only
Username allocated : Username: JSmith
Password: JSmith1_____ Date : _____

ABC Pty Ltd
Account request form

Date: 14 April 2013
Name: Jenny
Surname: Hun
Department: Payroll

Data Access – tick the data to which you need access:

Sales:	Read ☐	Read/Write ☐	
Marketing:	Read ☐	Read/Write ☐	
Accounts payable:	Read ☐	Read/Write ☐	
Accounts receivable:	Read ☐	Read/Write ☐	
Payroll:	Read ☐	Read/Write ☑ P	
Human Resources:	Read ☐	Read/Write ☐	

Account acceptable use conditions
Account details such as username and password are assigned to the authorised employee and cannot be transmitted to another person for any reason. The holder of the account is also bound by the Acceptable Use Policy of the ABC Pty Ltd network. Any breach of these rules is considered to be serious misconduct and will result in appropriate sanctions.

Client/employee signature __Jenny Hun_____ Date ---14/4/2013-------

Supervisor signature ___HThomas_____ Date --14/4/2013----------

Office use only   Username: JHun
Username allocated : Password: JHun1_____ Date : _____

(d) Record user account details and dates of issue of account logon information for clients by completing the **Appendix A** forms. Also, locate a sample Acceptable Use and Security Policy as found in the Student Workbook and issue along with the account details to the client/employee.

Record software licenses	
2	

(a) Investigate what type of software is installed in the RT Classroom. Categorize them as:
  i.   Proprietary or Commercial Software
 	
  ii.   Free or open source software
	2.1
	
	2.2
	
	2.3
	
	2.4

(b) Using the template in **Appendix B** complete the details of the licensed software in the RT Classroom.

Software license Register

Belarc - Advisor	68d2485e
Microsoft - Internet Explorer	00329-00000-00003-AA074 (Key: none activated)
Microsoft - PowerShell	89383-100-0001260-04309

Microsoft - Windows 10 Enterprise (x64)   00329-00000-00003-AA074 (Key: none activated)

ℹ Adobe - Shockwave Flash *version* 32,0,0,330 **(32/64-bit)**
ℹℹ Belarc - Advisor *version* 9.6
ℹ Google - Chrome *version* 84.0.4147.135 **(64-bit)**
ℹℹ Google - Update *version* 1.3.35.451
ℹ Microsoft - .NET Framework *version* 4.8.4121.0
ℹ Microsoft - Antimalware Service Executable *version* 4.18.2007.8 **(64-bit)**
ℹ Microsoft - App Installer *version* 1.0.32912.0 **(64-bit)**
ℹ Microsoft - Edge *version* 44.18362.449.0
ℹ Microsoft - Feedback Hub *version* 1.1811.10571.0 **(64-bit)**
ℹ Microsoft - Game bar *version* 2.26.14003.0 **(64-bit)**
ℹ Microsoft - Get Help *version* 10.1706.13331.0 **(64-bit)**
ℹ Microsoft - Groove Music *version* 10.18111.17311.0 **(64-bit)**
ℹ Microsoft - HEIF Image Extensions *version* 1.0.13472.0 **(64-bit)**
ℹ Microsoft - Internet Explorer *version* 11.00.18362.719 **(32/64-bit)**
ℹ Microsoft - Mail and Calendar *version* 16005.11029.20108.0 **(64-bit)**
ℹ Microsoft - Messaging *version* 4.1901.10241.0 **(64-bit)**
ℹ Microsoft - Microsoft.Microsoft3DViewer *version* 5.1902.20012.0 **(64-bit)**
ℹ Microsoft - Mixed Reality Portal *version* 2000.19010.1151.0 **(64-bit)**
ℹ Microsoft - Mobile Plans *version* 5.1902.361.0 **(64-bit)**
ℹ Microsoft - Movies & TV *version* 10.18111.17311.0 **(64-bit)**
ℹ Microsoft - MSN Weather *version* 4.25.20211.0 **(64-bit)**
ℹ Microsoft - Office *version* 18.1901.1141.0 **(64-bit)**
Ⅲ ℹ Microsoft - OneDrive *version* 19.002.0107.0005
ℹ Microsoft - OneNote *version* 16001.11126.20076.0 **(64-bit)**
ℹ Microsoft - Paint 3D *version* 5.1902.13017.0 **(64-bit)**
ℹ Microsoft - Pay *version* 2.4.18324.0 **(64-bit)**
ℹ Microsoft - People *version* 10.1812.10232.0 **(64-bit)**
ℹ Microsoft - Photos *version* 2019.18114.19418.0 **(64-bit)**
ℹ Microsoft - Print 3D *version* 3.3.791.0 **(64-bit)**
ℹ Microsoft - Snip & Sketch *version* 10.1907.2471.0 **(64-bit)**

ℹ Microsoft - Sticky Notes *version* 3.1.53.0 **(64-bit)**
ℹ Microsoft - Store *version* 11811.1001.18.0 **(64-bit)**
ℹ Microsoft - Store Experience Host *version* 11811.1001.18.0 **(64-bit)**
ℹ Microsoft - Tips *version* 7.3.20251.0 **(64-bit)**
ℹ Microsoft - VP9 Video Extensions *version* 1.0.13333.0 **(64-bit)**
ℹ Microsoft - Web Media Extensions *version* 1.0.13321.0 **(64-bit)**
ℹ Microsoft - Webp Image Extensions *version* 1.0.12821.0 **(64-bit)**
ℹ Microsoft - Windows Alarms & Clock *version* 10.1812.10043.0 **(64-bit)**
ℹ Microsoft - Windows Calculator *version* 10.1812.10048.0 **(64-bit)**
ℹ Microsoft - Windows Camera *version* 2018.826.78.0 **(64-bit)**
ℹ Microsoft - Windows Installer - Unicode *version* 5.0.18362.1 **(32/64-bit)**
ℹ Microsoft - Windows Maps *version* 5.1812.10071.0 **(64-bit)**
ℹ Microsoft - Windows Media Player *version* 12.0.18362.1 **(32/64-bit)**
ℹ Microsoft - Windows Script Host *version* 5.812.10240.16384 **(32/64-bit)**
ℹℹ Microsoft - Windows Search *version* 7.0.18362.1 **(32/64-bit)**
ℹ Microsoft - Windows Voice Recorder *version* 10.1812.10043.0 **(64-bit)**
ℹ Microsoft - Xbox *version* 48.48.7001.0 **(64-bit)**
ℹ Microsoft - Xbox Game bar *version* 1.32.17005.0 **(64-bit)**
ℹ Microsoft - Xbox Game Speech Window *version* 1.21.13002.0 **(64-bit)**
ℹ Microsoft - Xbox Identity Provider *version* 12.50.6001.0 **(64-bit)**
ℹ Microsoft - Xbox TCUI *version* 1.24.10001.0 **(64-bit)**
ℹ Microsoft - Your Phone *version* 0.0.13313.0 **(64-bit)**
ℹ Microsoft Studios - Solitaire Collection *version* 4.2.11280.0
ℹ No Company Name - OpenSSH for Windows OpenSSH_7.7p1 for Windows **(64-bit)**
ℹ Skype - *version* 14.35.152.0 **(64-bit)**
Ⅱ VMware - Remote Console *version* 11.1.0 build-15913118
ℹℹ VMware - Tools *version* 10.0.9 build-3917699 **(64-bit)**
ℹℹ VMware - USB Arbitration Service e.x.p build-15911611 **(64-bit)**
ℹℹ VMware - Workstation e.x.p build-3839503 **(64-bit)**

(c) Check the computer in your classroom for any illegal software.
No illegal software was found
(d) Report any illegal software to your assessor nominated client

No illegal software was found	
Carry out system backup	
3	3.1
	3.2
(a) Create a backup schedule to either an external USB drive or memory stick, for your Windows installation so that necessary files in each Group folder created in Question 1(a) above , are backed up every day at 3 am. Ensure the backups are adequately named so that they can be easily located.	3.3
	3.4

← 🔄 Set up backup

Review your backup settings

Backup Location: Backup (E:)

Backup Summary:

Items	Included in backup
👥 All users	Default Windows folders and lo...
🖥 System image	Included

Schedule: Every day at 3:00 AM _Change schedule_

⚠ A system repair disc might be required to restore a system image. _More information_

[Save settings and run backup]   [Cancel]

(b) Test the schedule with a sample backup

Back up or restore your files

Backup in progress...

[View Details]

Backup

Location: Backup (E:)

31.92 GB free of 32.00 GB

Backup size: Not Available

[Back up now]

Manage space

Next backup:	In progress...
Last backup:	Never
Contents:	Files in libraries and personal folders for all users and system image
Schedule:	Every day at 3:00 AM

Change settings

(c) Label the backups with appropriate names and dates

8-26 backup	8/26/2020 1:22 PM	File folder

(d) Create a record of backups by screen shots of the backups carried out successfully. To do this complete the table in **Appendix C** :

Backup Date	Backup content	Completed Y/N	Backup Device Name	Backup Device Location
8-26	full system image	Y	DESKTOP-22J8P98	E:\

Repeat the backup steps above by Creating a backup of the System image using your Student Workbook to assist if necessary. Create a system image boot disk.

Restore system backup

4

(a) Restoring of files from backups are to be carried out if a user is unable to retrieve the files and they are deleted. For one of the data folders for the Groups created in Question 1(a) and 3(a) in your backup, restore the files to their original place using Backup and Restore in Windows.

4.1

4.2

4.3

×

← 🖼 Restore Files (Advanced)

Browse or search your backup for files and folders to restore

All files will be restored to their version backed up on 8/26/2020 1:20 PM.
Choose a different date

☐ Select all files from this backup

Name	In Folder	Date modified	
📁 fwfe	C:\Users	8/19/2020 1:10 PM	

Search...

Browse for files

Browse for folders

Remove

Remove all

Next   Cancel

(b) Restore all the group folders in your backup to their original location

← 🖼 Restore Files (Advanced)

Browse or search your backup for files and folders to restore

All files will be restored to their version backed up on 8/26/2020 1:20 PM.
Choose a different date

☑ Select all files from this backup

(c) Record the restoration of the files from backup using an email to your assessor and also completing the restore files register in **Appendix D**

Restore Date	Content Restored	Date of restored data	Backup Device Name	Backup Device Location
8-26	Full System image	8-26	DESKTOP-22J8P98	E:\

Repeat the restore steps above by restoring from a backup of the System image using your Student Workbook to assist if necessary.

Apply security access controls	
5	
(a) Management of the permissions for folders and files on the Windows computer is to be along the lines of the **Appendix A** forms. Complete the following table to show who has access to which files and folders. Enter one of:	5.1
• Read	5.2
• Write	5.3
• Read/Write	5.4
• No access.	

User or Group	Sales Folder	Accounts Payable Folder	Marketing Folder	Payroll Folder	Human Resources Folder
Sales	R/W	N	N	N	N
jsmith	N	N	N	N	N
Marketing	N	N	R/W	N	N
jhun	N	N	N	R/W	N
Accounts Payable	N	R/W	N	N	N
Payroll	N	N	N	R/W	N
jnkomo	N	N	R/W	N	N
Human resources	N	N	N	N	R/W

(b) Document the security access above in **Appendix E** and add a new group called Admin who has access to all folders as read and write.
Add 2 new users called admin1 and admin2; both members of the Admin group to the register and indicate which folders they have access to and at which level.
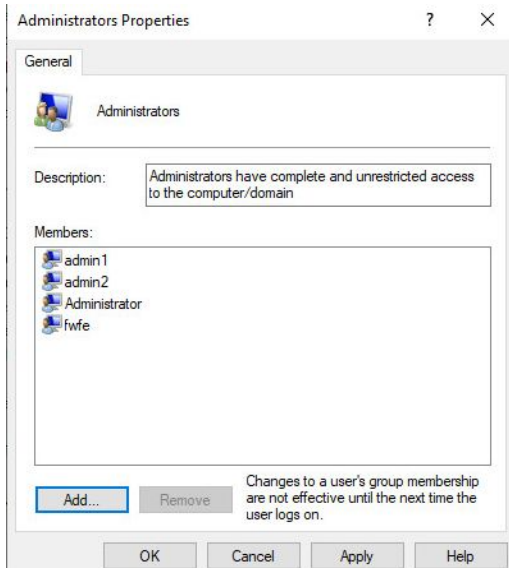
Admins have access to all folders on the computer

(c) Using the file and folder permissions show with screen shots how security is set up on Windows 10 for each user or group stepping through each screen to set up the security level for one sample user or group.
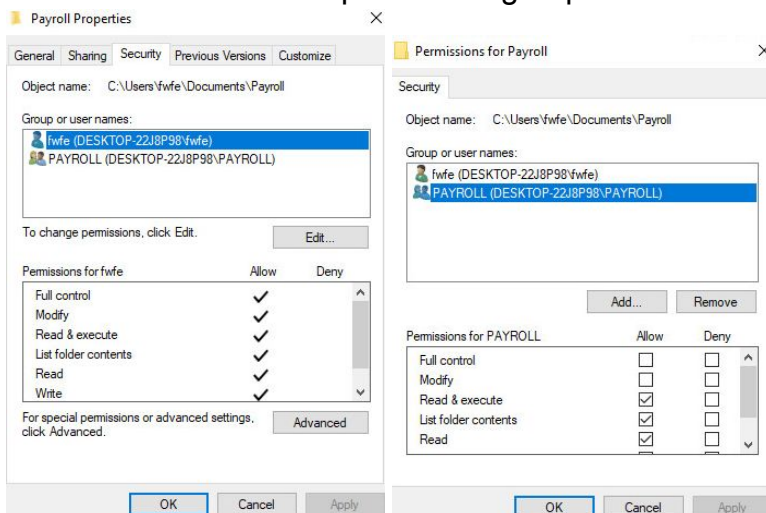
(d) Test the security applied to a folder or file. Use both a successful attempt to access a folder to authorized users and also an unsuccessful attempt at accessing a folder for unauthorized users.

Payroll — □ ✕

File   Home   Share   View

This PC › Documents › Payroll ›   Search Payroll

Quick access
Desktop
Downloads
Documents
Pictures
Music
Videos
This PC
Backup (E:)
Network

Name	Date modified	Type	Size
New folder	8/19/2020 2:29 PM	File folder	
New Bitmap Image	8/19/2020 2:29 PM	BMP File	0 KB
New Text Document	8/19/2020 2:29 PM	Text Document	0 KB

authorized user

You don't currently have permission to access this folder.

Click Continue to permanently get access to this folder.

unauthorized user

Continue   Cancel

Thank you, you have completed your Practical Assessment.

Your assessor will advise you as to whether your application has been successful.

ICTSAS304 Provide basic system administration (20)		Please Tick	
Task	**Element(s)**	**Competent**	**Further Training Required**
1a	1.1		
1b	1.2		
1c	1.3		
1d	1.4		
2a	2.1		
2b	2.2		
2c	2.3		
3a	3.1		
3b	3.2		
3c	3.3		
3d	3.4		
4a	4.1		
4b	4.2		
4c	4.3		
5a	5.1		
5b	5.2		
5c	5.3		
5d	5.4		
Comments			

Appendix A

ABC Pty Ltd
Account request form

Date: 15 April 2013
Name: John
Surname: Smith
Department: Accounts payable

Data Access – tick the data to which you need access:

Sales:	Read	Read/Write
Marketing:	Read	Read/Write
Accounts payable:	Read	Read/Write P
Accounts receivable:	Read	Read/Write
Payroll:	Read	Read/Write
Human Resources:	Read	Read/Write

Account acceptable use conditions
Account details such as username and password are assigned to the authorised employee and cannot be transmitted to another person for any reason. The holder of the account is also bound by the Acceptable Use Policy of the ABC Pty Ltd network. Any breach of these rules is considered to be serious misconduct and will result in appropriate sanctions.

Client/employee signature ___John Smith_____   Date --15/4/2013-----

Supervisor signature ___JJones_____   Date ---15/4/2013-----------

Office use only

Username allocated : _____   Date : _____

ABC Pty Ltd
Account request form

Date: 12/4/2013
Name: Joseph
Surname: Nkomo
Department: Marketing

Data Access – tick the data to which you need access:
Sales: Read   Read/Write
Marketing: Read   Read/Write P
Accounts payable: Read   Read/Write
Accounts receivable: Read   Read/Write
Payroll: Read   Read/Write
Human Resources: Read   Read/Write

Account acceptable use conditions
Account details such as username and password are assigned to the authorised
employee and cannot be transmitted to another person for any reason. The holder of the
account is also bound by the Acceptable Use Policy of the ABC Pty Ltd network. Any
breach of these rules is considered to be serious misconduct and will result in
appropriate sanctions.

Client/employee signature ___JNkomo_____ Date
---12/4/2013---------

Supervisor signature ___KGroon_____ Date ---12/4/2013---------------

Office use only

Username allocated : _____ Date : _____

Appendix B

Software license Register

Software	version	owner	Serial number	Purchase date	Notes eg. Concurrent, type, per seat

Appendix C

Backup Register

Backup Date	Backup content	Completed Y/N	Backup Device Name	Backup Device Location	Notes
8-26	full system image	Y	DESKTOP-22J8P98	E:\	

Appendix D

Restore Register

Restore Date	Content Restored	Date of restored data	Backup Device Name	Backup Device Location	Notes
8-26	Full System image	8-26	DESKTOP-22J8P98	E:\	

Appendix E

Security Access Register

User or Group	Sales Folder	Marketing Folder	Accounts Payable Folder	Accounts Receivable Folder	Payroll Folder	Human Resources Folder
Sales						
jsmith						
Marketing						
jhun						
Accounts Payable						
Payroll						
jnkomo						
Accounts Receivable						
Human resources						
Admin						

ABC Pty Ltd
Account request form

Date: 14 April 2013
Name: Jenny