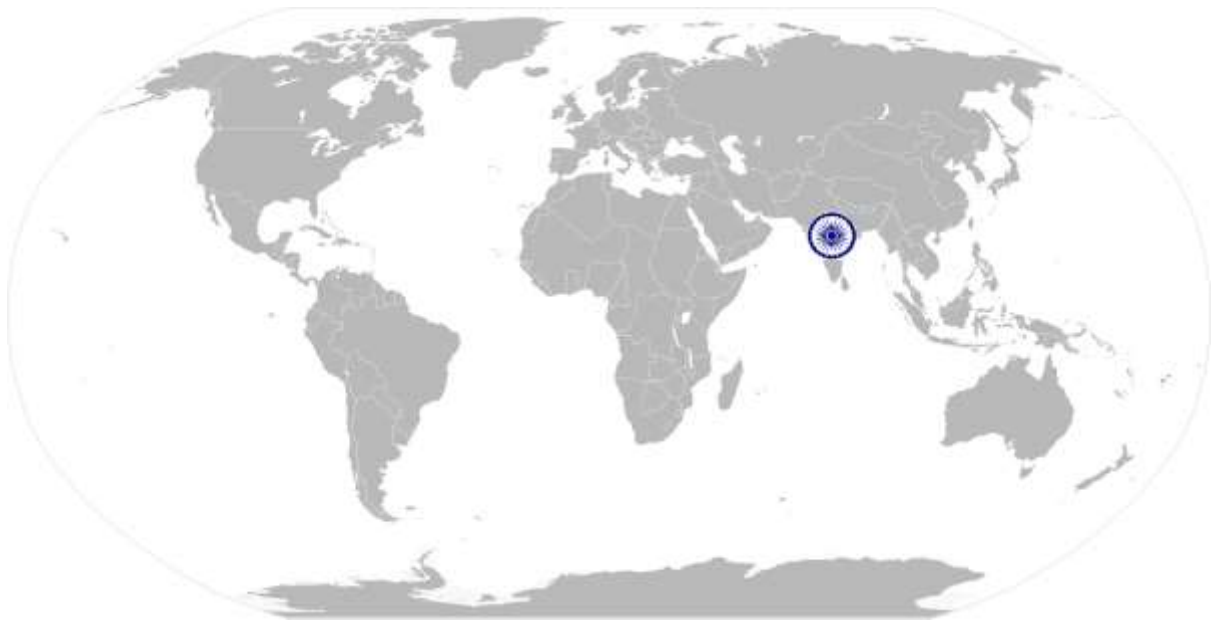


National Occupational Standard



Overview

This unit is about installing/configuring information security devices and resolving any problems, following clearly laid down instructions and guidelines.

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| Unit Code | SSC/ N 0903 |
| Unit Title (Task) | Install, configure and troubleshoot information security devices |
| Description | This unit is about installing/configuring information security devices and resolving any problems, following clearly laid down instructions and guidelines. |
| Scope | <p>This unit/task covers the following:</p> <p>Information security devices may cover:</p> <ul style="list-style-type: none"> • Identify and Access Management (IdAM) • networks (wired and wireless) • devices • endpoints/edge devices • storage devices • servers • software • application security • application support • application penetration • application testing • content management • messaging • web security • security of infrastructure • infrastructure devices (e.g. routers, firewall services) • computer assets, server s and storage networks • messaging • intrusion detection/prevention • security incident management • third party security management • personnel security requirements <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • members of the security team • subject matter experts <p>Stakeholders:</p> <ul style="list-style-type: none"> • internal • external |
| Performance Criteria (PC) w.r.t. the Scope | |

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| | <p>To be competent, you must be able to:</p> <ul style="list-style-type: none"> PC1. identify the information security devices you are required to install/ configure/troubleshoot and source relevant instructions and guidelines PC2. identify any issues with instructions and guidelines for installing/configuring information security devices and clarify these with appropriate people PC3. liaise with stakeholders clearly and promptly regarding the installation/ configuration of information security devices PC4. install/configure information security devices as per instructions and guidelines PC5. test installed/configured information security devices, following instructions and guidelines PC6. resolve problems with security devices, following instructions and guidelines PC7. obtain advice and guidance on installing/configuring/testing/troubleshooting information security devices from appropriate people, where required PC8. record the installation/configuration/testing/troubleshooting of information security devices promptly using standard templates and tools PC9. provide reports for troubleshooting, configurations and deployment using standard templates and tools PC10. comply with your organization's policies, standards, procedures, guidelines and service level agreements (SLAs) when installing/configuring/troubleshooting information security devices |
| Knowledge and Understanding (K) | |
| <p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p> | <p>You need to know and understand:</p> <ul style="list-style-type: none"> KA1. your organization's policies, procedures, standards, guidelines and client specific service level agreements for installing, configuring and troubleshooting information security devices KA2. limits of your role and responsibilities and who to seek guidance from where required KA3. your organization's systems, procedures and tasks/checklists relevant to your work and how to use these KA4. the importance of following manufacturer's installation guides and procedures and how to access and apply these to install, configure and troubleshoot information security devices KA5. who to involve when installing, configuring and troubleshooting information security devices KA6. methods and techniques used when working with others KA7. the importance of recording issues when installing/configuring/ troubleshooting information security devices and how to report these |

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| | KA8. standard tools and templates available and how to use these to record installation/configuration/troubleshooting |
| B. Technical Knowledge | <p>You need to know and understand:</p> <p>KB1. different types of information security devices and their functions</p> <p>KB2. different technical and configuration specifications for information security devices and how this affects function and use</p> <p>KB3. architecture concepts and design patterns and how these contribute to the security of design and devices</p> <p>KB4. common issues that may occur when installing or configuring information security devices and how to resolve these</p> <p>KB5. methods of testing installed/configured information security devices</p> |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Writing Skills |
| | You need to know and understand how to: |
| | SA1. communicate with others in writing |
| | SA2. complete accurate well written work with attention to detail |
| | Reading Skills |
| You need to know and understand how to: | |
| SA3. follow instructions, guidelines, procedures, rules and service level agreements | |
| Oral Communication (Listening and Speaking skills) | |
| You need to know and understand how to: | |
| SA4. listen effectively and orally communicate information accurately | |
| SA5. ask for clarification and advice from others | |
| B. Professional Skills | Decision Making |
| | You need to know and understand how to: |
| | SB1. make decisions on suitable courses of action |
| | SB2. follow rule-based decision-making processes |
| | Plan and Organize |
| | You need to know and understand how to: |
| | SB3. plan and organize your work to achieve targets and deadlines |
| | Customer Centricity |
| You need to know and understand how to: | |
| SB4. carry out rule-based transactions in line with customer-specific guidelines, procedures, rules and service level agreements | |
| SB5. work effectively in a customer facing environment | |
| SB6. check your own work meets customer requirements | |
| Problem Solving | |
| You need to know and understand how to: | |

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| | SB7. apply problem-solving approaches in different situations |
| | SB8. seek clarification on problems from others |
| | Analytical Thinking |
| | You need to know and understand how to: |
| | SB9. pass on relevant information to others |
| | SB10. configure data and disseminate relevant information to others |
| | Critical Thinking |
| | You need to know and understand how to: |
| SB11. apply balanced judgments to different situations | |
| Attention to Detail | |
| You need to know and understand how to: | |
| SB12. check your work is complete and free from errors | |
| Team Working | |
| You need to know and understand how to: | |
| SB13. work independently and collaboratively | |
| SB14. work effectively in a team environment | |
| C. Technical Skills | <p>You need to know and understand how to:</p> <p>SC1. use information technology effectively to input and/or extract data accurately</p> <p>SC2. store and retrieve information</p> <p>SC3. agree objectives and work requirements</p> <p>SC4. keep up to date with changes, procedures and practices in your field of expertise</p> |

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NOS Version Control

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| NOS Code | SSC/ N 0903 | | |
| Credits(NVEQF/NVQF/NSQF) [OPTIONAL] | | Version number | 0.1 |
| Industry | IT-ITeS | Drafted on | 30/04/2013 |
| Industry Sub-sector | IT Services | Last reviewed on | 31/03/2018 |
| | | Next review date | 31/03/2019 |

