Unit of Competency

Functional Area: Messaging Support

Title	Detect and protect against email spam
Code	107877L2
Range	This unit of competency applies to IT support personnel who are responsible to support users with email issues. This UoC concerns support of email spam which is one of the biggest causes of email security risks. Support personnel will assist users when they encounter problems caused by spam emails, such as clearing problems like virus and spyware from the client machines, setting the email client to detect, filter and block spam email. Additional and more importantly they need to provide friendly advice on how to spot malicious email.
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge for detecting and protecting against email spam • Possess good troubleshooting skills • Possess basic training skills • Possess detail knowledge of email client applications • Possess good knowledge of Internet security 2. Detect and protect against email spam • Work with users to understand the nature of effect the spam email, including, unusual activities on their system, problems and symptoms which user is experiencing • Apply troubleshoot techniques to determine the type of spam email, including but not limited to: • Phishing and spoofing • Malicious attachments • Virus and malware • Trojan horse • Malicious macros embedded in documents • Scams • For malicious type, follow the organisation guidelines to apply damage control procedures to limit damages, such as stopping spreading of virus • For “social engineering” type, follow the organisation security guideline to escalate the incident to supervisor (see Section 8 “Remarks”) and advice and assist users to check if their personal identities and financial has been compromised • Collect evidence of spam email for records and apply removal and cleaning/recovery procedures to remove email spam email • Perform update of email client application on users’ system and set filtering function to remove future junk/spam emails • Provide some instructions and tutoring tips on spotting malicious spam emails, particularly on dealing with attachments 3. Exhibit professionalism • Fully updated with Internet and email security • Apply industry best practices to secure the organisation from email attacks

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Detect the type of damages caused, if any, by the spam email • Take suitable actions and provide suitable advice to user to limit damages caused by the spam email • Protect the users' system from receiving further spam email by configuring or adding functions into the email client and provide adequate and effective instructions or tutoring to the users
Remark	Please refer to 107860L1 "Perform next level escalation" for detail actions of escalation