

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: System and Hardware Support

Title	Restore system or files from backups
Code	107897L2
Range	This unit of competency applies to support personnel who assist users to recover files from backup due to accidental loss or perform full system restore due to system corruption. In the context of this UoC, the term “files recovery” implies partial restore and “system restore” implies a full restore which is needed for a system rebuild. Backups are normally held on offline media created from full or partial backup that are performed regularly. Examples of backup media include but not limited to tape, USB/mobile disk, or USB memory stick.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge for restoring system or files from backups: <ul style="list-style-type: none"> • Familiar with various backup and restore methodologies • Familiar with different system backup, such as: full backup, incremental backup and differential backup • Possess good knowledge of operating backup and restore application • Familiar with the organisation’s media labeling system for different generations of backups • Familiar with operating backup and recovery applications 2. Restore system or files from backups <ul style="list-style-type: none"> • Determine types of restoration from job request. Follow the organisation’s guidelines to confirm ownership of the restored file and/or authorisation for restore of files or system • Determine date for system restore or details related to the files to be restored, such as: <ul style="list-style-type: none"> • File name • Date and time • Destination of restore • Owner of the file • Locate and mount the backup media for system or files restore. Sequence of media mount may be required for restore of incremental or differential backups • Set the mounted media to be “read only” to avoid accidental deletion of backup items • Use suitable restoration application to verify that the mounted media is of correct date for system restore or that the located files matched the required restored files • Specify destination and initiate the restore process • Confirm successful restoration from restoration log or system message • Confirm successful restoration with user or supervisor • Perform temporary location cleanup, if necessary • Return all backup media to store for safe protection and complete documents of restoration work in accordance with the organisation procedures, such as log of restoration work, authorisation details, etc. 3. Exhibit professionalism <ul style="list-style-type: none"> • Be empathetic and exhibit willingness to help users restore lost or damage files from backup • Follow the organisation guidelines and procedures for restoring systems and file • Be aware of security guidelines and best practices in handling intellectual property

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Follow the organisation's policies and security procedures when restoring systems or files for users, including acquiring authorisation before restore of systems or files• Identify the restoration work details necessary for performing the restoration correctly• Operate the restoration application or facilities to locate and restore the requested files for the user
Remark	