

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: System and Hardware Support

Title	Monitor server system status
Code	107898L2
Range	This unit of competency applies to IT support personnel who are responsible to monitor the organisation's server status and take appropriate actions in accordance with organisation procedures. In an IT shop, large or small, there are a number of critical servers either dedicated or virtualised. These servers provide many services and are accessed by countless number of users. Are they functioning as they should be? Are there any unauthorized access? Have all the services started correctly? Are there messages from the servers that required human interaction? IT personnel will go through regular routine, daily or predefined schedule, to monitor server activities to ensure they are functioning and security protected. Where necessary taking corrective actions in response to system messages.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge for monitoring server system status: <ul style="list-style-type: none"> • Possess good literacy skills • Possess good knowledge of different server operating system • Familiar with server monitoring and troubleshooting tools, including system logs, system diagnostic utilities and network monitoring tools • Familiar with the organisation's server monitoring guidelines and procedures • Understand the organisation's server security procedures and requirements • Familiarised with escalation procedures 2. Monitor server system status <ul style="list-style-type: none"> • Comprehend the organisation's server support manual and procedures, server monitoring check list, • Set server monitoring triggers, alarms, and monitoring parameters in accordance with the organisation's server monitoring guidelines and procedures • Follow the scheduled check list to perform the following checks: <ul style="list-style-type: none"> • Scan system services activities to verify all the required services are active, such as: network services, system services, messaging services, etc. • Study system event log for error or warning, such as system update failure, system rebooted abnormally, etc. • Study system security log for unusual activities, such as a user account tried to login many times, accounts locked out, etc. • Study the server performance monitoring tools to determine various system resource usage, such as CPU, memory, network, storage, etc. • Study application logs for errors and warnings, such as ftp and web server problems, etc. • Study virtual server logs to monitor all virtual clients systems are active, operating normally, virtual environment and resources are optimal assigned that does not affect its performance, security is protected, virtual devices are still connected, etc. • Evaluate monitored result. Report, perform appropriate actions, and/or escalate problems in accordance to the organisation's guidelines and procedures • Backup monitoring and event logs for record keeping and/or evidence • Complete the necessary documents in accordance with the organisation standards and procedures 3. Exhibit professionalism <ul style="list-style-type: none"> • Always apply industry best practices and follow the organisation guidelines and procedures when performing monitoring of the organisation's server

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Comply with the organisation's server monitoring guidelines and procedures to monitor all events, performance, resources and security of servers• Evaluate monitored results and follow the organisation guidelines to take appropriate actions and enact escalation procedures when required
Remark	