Specification of Competency Standards for ICT Operation and Support
Unit of Competency

Functional Area: System and Hardware Support

Title	Perform system backup
Code	107901L2
Range	This unit of competency applies to support personnel who are responsible for performing backups. System backup may be a full system backup, database backup or file backup performed in regular basis or ad-hoc basis. The support personnel follow a set of predefined procedures or directive from supervisor to ensure the correct generation of backup media is used and correctly labelled after the backup. Media can be tape, disk or any other removal storage.
Level	2
Credit	3

Competency	Performance Requirements
	1. Knowledge on performing system backup:
	• Familiar with various backup methods and its advantages, such as "Full Backup", "Differential backup" and "Incremental backup"
	• Familiar with and appreciate the needs of backup in multiple generations
	• Familiar with the advantages and disadvantages of different backup media
	• Possess the ability to:
	  • operate backup software application
	  • mount backup media
	• Grasp the importance of backups to an organization
	2. Perform system backup
	• Comprehend the organisations's backup procedures/instruction and clarify any unsure area with supervisor, if needed
	• Collect and identify backup media is the correct generation.
	• Prepare the media for backup, including:
	  • Mount the media
	  • Validate and ensure sufficient space available for backup
	  • Ensure media is not write protected
	• Initiate backup from backup application
	• Verify completion and success of backup from application's message or log
	• Perform post backup procedures, including:
	  • Dismount media from backup device (if needed)
	  • Label the media in accordance with the organisation guidelines
	  • Store the media in accordance with the organisation procedures
	• Complete necessary administration documents, in accordance with the organisation procedures, to record details and the completion of backup
	3. Exhibit professionalism
	• Comply with the data privacy and security laws
	• Ensure all backup are performed in accordance with the organisation standards that complied with any regulatory requirements, if any

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Follow the organisation procedures to complete the backup (system, database, or files) as required The integrated outcome • Correctly select the appropriate media generation for backup • Correctly label and store the media in accordance with the organisation's procedures
Remark	