

QUALIFICATIONS PACK – NATIONAL OCCUPATIONAL STANDARDS FOR IT-BPM INDUSTRY

What are National Occupational Standards(NOS)?

- NOS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- NOS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:

IT-ITeS SSC NASSCOM

E-mail:

ssc@nasscom.in



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Introduction

Qualifications Pack- Analyst End Point Security

SECTOR: IT-ITeS

SUB-SECTOR: IT Services

OCCUPATION: Information/Cyber Security

REFERENCE ID: SSC/Q0905

ALIGNED TO: NIL

Analyst End Point Security(EPS): In the IT-ITeS Industry this role is sometimes IT Security Helpdesk for End points.

Brief Job Description: This job role is responsible for installing and configuring End Point Security (EPS) solutions as per instructions as well as troubleshooting and maintaining EPS solutions when required. The main duties consist of receiving and responding to alarms; gathering and analysing data pertaining to endpoint security issues; troubleshooting the same and performing day to day maintenance activities like upgradations, reports, etc. It also involves assisting in installation and configuring of the EPS tool or manager in an enterprise environment

Personal Attributes: This job may require the individual to work independently and take decisions for his/her own area of work. The individual should be result oriented and have a high attention for detail. The individual should also be able to demonstrate communication skills, logical thinking along with willingness to undertake desk-based job and work in shifts.

Job Details	Qualifications Pack Code	SSC/Q0905		
	Job Role	Analyst End Point Security This job role is applicable in both national and international scenarios		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	IT-ITes	Drafted on	26/08/2016
	Sub-sector	IT Services	Last reviewed on	31/03/2018
	Occupation	Information/Cyber Security	Next review date	31/03/2019
	NSQC Clearance on	19/12/2018		

Job Role	Analyst End Point Security (IT Security Helpdesk for End points)
Role Description	Is responsible for troubleshooting and maintaining EPS solutions as well as assisting in installing and configuring EPS solutions as per instructions, when required.
NSQF level	7
Minimum Educational Qualifications	Diploma in IT/Computer
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	Certification in Information systems or related fields, Basic soft skills training, ethical hacking or pertaining to ISO27001
Minimum Job Entry Age	18 years
Experience	0-2 years of work experience/internship in security
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> SSC/N0912 Troubleshoot and maintain endpoint security in an enterprise environment SSC/N0913 Assist in the installation of endpoint security measures SSC/N9001 Manage your work to meet requirements SSC/N9002 Work effectively with colleagues SSC/N9003 Maintain a healthy, safe and secure working environment SSC/N9004 Provide data/information in standard formats SSC/N9005 Develop your knowledge, skills and competence <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant NOS units

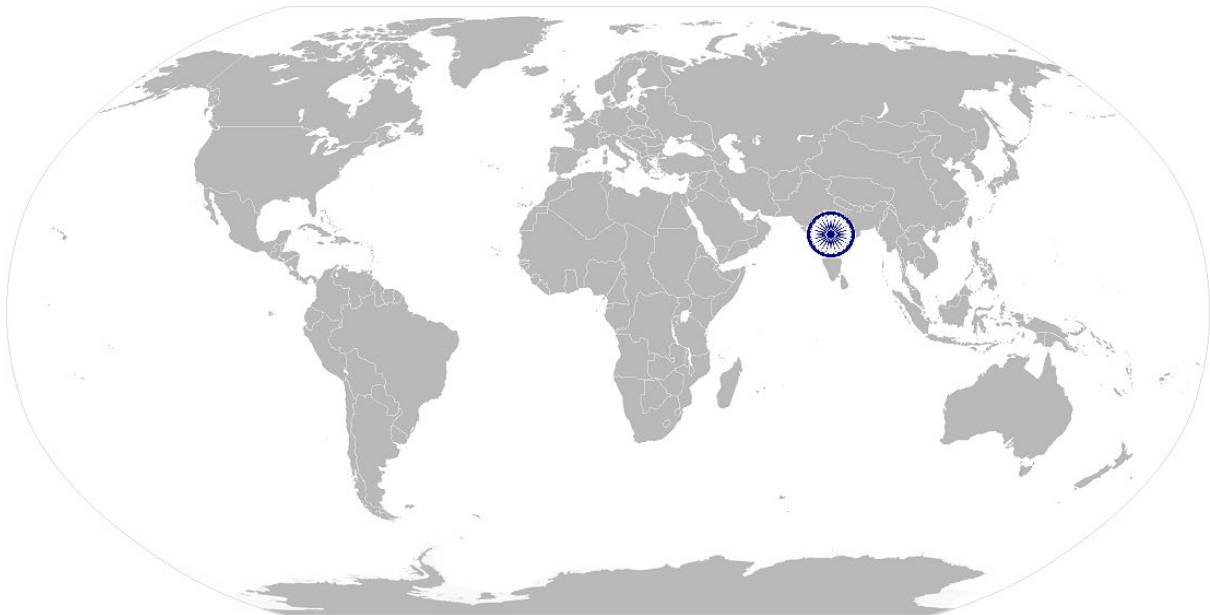
Glossary of Key Terms

Definitions	Keywords /Terms	Description
	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
	Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
	Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
	Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.	
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.	
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.	
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'.	
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.	
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.	
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have	

	a critical impact on the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
Keywords /Terms	Description
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
BCA	Bachelor of Computer Applications
B.Sc.	Bachelor of Science
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labour and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skill Qualification Framework

Acronyms

National Occupational Standard



Overview

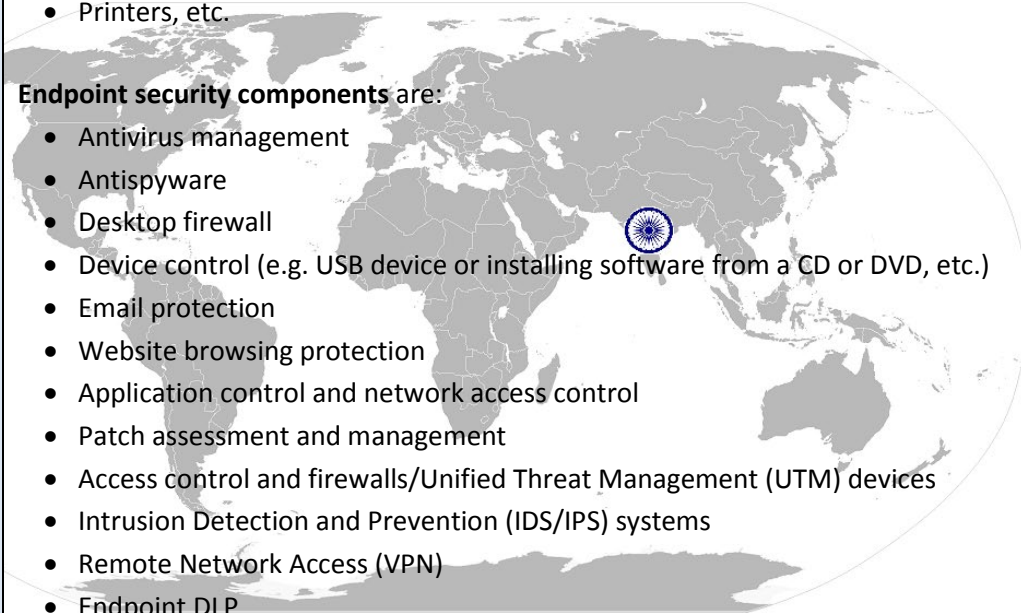
This unit is about monitoring the events in application consoles and raising incidents based on the 1st level analysis and following up to ensure response within agreed timelines.

SSC/N0912

Troubleshoot and maintain endpoint security in an enterprise environment

Applicable NOS Unit

Unit Code	SSC/N0912
Unit Title (Task)	Troubleshoot and maintain endpoint security in an enterprise environment
Description	This unit is about troubleshooting and maintaining endpoint security in an enterprise environment for information technology devices like desktops, printers, mobile phones, ipads, etc.
Scope	<p>This unit/task covers the following:</p> <p>Endpoints, such as:</p> <ul style="list-style-type: none"> • Desktops • Laptops • Mobile phones, Tablets • Printers, etc. <p>Endpoint security components are:</p> <ul style="list-style-type: none"> • Antivirus management • Antispyware • Desktop firewall • Device control (e.g. USB device or installing software from a CD or DVD, etc.) • Email protection • Website browsing protection • Application control and network access control • Patch assessment and management • Access control and firewalls/Unified Threat Management (UTM) devices • Intrusion Detection and Prevention (IDS/IPS) systems • Remote Network Access (VPN) • Endpoint DLP • Endpoint Encryption <p>Operating procedures include:</p> <ul style="list-style-type: none"> • required service levels (e.g. availability, quality) • routine maintenance • monitoring • data integrity (e.g. backups, anti-virus) • consumables use, storage & disposal • health & safety • escalation • information recording and reporting



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Troubleshoot and maintain endpoint security in an enterprise environment

- obtaining work permissions
- security & confidentiality
- Asset inventory
- Database SLA requirement

Basic Cyber security concepts are: e.g.

- the importance of confidentiality, integrity and availability for information systems;
- common types of malicious code like
 - virus
 - Trojan
 - logic bomb
 - worm
 - spyware
 - ransomware
 - malware
 - DdoS Attacks
- types of threats facing the information security of individuals and organisations;
- sources of threats to information security in terms of opportunity, ability and motive, etc.



Performance Criteria (PC) w.r.t. the Scope

To be competent, you must be able to:

- PC1. verify the scope of endpoint assets and components to be monitored with authorised persons
- PC2. participate in day, evening or overnight security operations center shift schedule
- PC3. receive shift handover along with relevant information, authorities and instructions
- PC4. verify that endpoint security clients are online and functional
- PC5. obtain reports and notifications from the endpoint security tool and respond as per laid out process for the same
- PC6. use reports and logs to identify security problems and monitor status and security events
- PC7. interpret the results of reports and determine the priorities and actions to take to remediate the situation
- PC8. respond to endpoint security client messages and apply a solution accordingly
- PC9. monitor and troubleshoot an endpoint security environment, its security management tools and client content delivery
- PC10. monitor and troubleshoot protection and communication technologies using

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Troubleshoot and maintain endpoint security in an enterprise environment

	<p>basic troubleshooting and other monitoring tools</p> <p>PC11. troubleshoot and remediate a virus outbreak or client installation failures</p> <p>PC12. enable debugging and gather logs for technical support use</p> <p>PC13. identify and prevent false positives</p> <p>PC14. upgrade and maintain the endpoint security environment and clients</p> <p>PC15. manage clients through groups/locations</p> <p>PC16. manage and apply policies such as virus and spyware protection policies, firewall policies, intrusion prevention policies, application and device control policies, update policies, and centralized exception policies</p> <p>PC17. update products and content as per specifications received</p> <p>PC18. check client status in the endpoint security manager</p> <p>PC19. perform client deployment manager optimizations</p> <p>PC20. create application and device control and firewall rules</p> <p>PC21. use IT analytics to generate comprehensive reports from Endpoint Protection</p> <p>PC22. collaborate with others to resolve information technology issues that are beyond own capabilities or job profile</p> <p>PC23. report the results of the monitoring, ticket raising and ticket closure activities using standard documentation following organisational procedures</p> <p>PC24. comply with relevant legislation, standards, policies and procedures</p> <p>PC25. maintain a knowledge-base of the known problems and action taken for the same</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures, standards and guidelines for managing information security</p> <p>KA2. your organization's knowledge base and how to access and update this</p> <p>KA3. limits of your role and responsibilities and who to seek guidance from</p> <p>KA4. the organizational systems, procedures and tasks/checklists within the domain and how to use these</p> <p>KA5. how to engage with both internal and external specialists for support in order to resolve incidents and service requests</p> <p>KA6. service request procedures, tools, and techniques</p> <p>KA7. the operating procedures that are applicable to the system(s) being used</p> <p>KA8. standard tools and templates available and how to use these</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. basic cyber security concepts</p> <p>KB2. common application/system vulnerabilities, threat actors and mitigations</p> <p>KB3. computer security incident detection & response activities</p> <p>KB4. principles of intrusion detection, intrusion prevention, firewall operations,</p>

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Troubleshoot and maintain endpoint security in an enterprise environment

	<p>and other general security practices</p> <p>KB5. general information about infrastructure security tools such as firewalls, network security monitoring, anti-malware, content management, OS hardening, email security, etc.</p> <p>KB6. virus and spyware protection technologies</p> <p>KB7. network threat prevention technologies such as firewall technologies and intrusion prevention</p> <p>KB8. proactive threat prevention technologies such as SONAR, heuristic based protection, and application and device control</p> <p>KB9. database and web server concepts</p> <p>KB10. process to upgrade an Endpoint Protection Manager and client</p> <p>KB11. the features and functions in the endpoint security tool console and menus</p> <p>KB12. options for updating clients</p> <p>KB13. how communication works between clients, manager and the console and configure clients to communicate properly</p> <p>KB14. endpoint Protection replication, load balancing, and failover</p> <p>KB15. common endpoint security support tools currently available</p> <p>KB16. endpoint Protection domains</p> <p>KB17. the components that make up the Endpoint protection infrastructure</p> <p>KB18. endpoint security related policy types and components</p> <p>KB19. licensing requirements for EPS</p> <p>KB20. typical response times and service times for problems</p> <p>KB21. the importance of documenting, classifying, prioritizing service requests received over voice calls, email or internet and incident reports</p> <p>KB22. the basic functionalities of the applications, hardware and/or access rights that are used by the customers</p> <p>KB23. types of addresses used on networks and why they are used</p> <p>KB24. Operating System Internals</p> <p>KB25. ITIL framework knowledge</p> <p>KB26. Mobile device management and mobile application management</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. complete accurate well written work with attention to detail</p> <p>SA2. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA3. prepare status and progress reports</p> <p>SA4. log calls and raise tickets in the SIEM tool, providing proper indicators and descriptions as required</p> <p>SA5. write memos and e-mail to customers, co-workers, and vendors to provide</p>

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Troubleshoot and maintain endpoint security in an enterprise environment

	<p>them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct and following professional etiquettes</p>
	<p>Reading Skills</p>
	<p>You need to know and understand how to:</p> <ul style="list-style-type: none"> SA6. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA7. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets SA8. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal SA9. read policy manual, standard operating procedures and service level agreements relevant to work area SA10. read emails received from own team, across team and external vendors and clients
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>You need to know and understand how to:</p> <ul style="list-style-type: none"> SA11. discuss task lists, schedules, and work-loads with co-workers SA12. give clear instructions to specialists/vendors/users/clients as required SA13. keep stakeholders informed about progress SA14. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required SA15. receive and make phone calls, including call forward, call hold, and call mute
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>You need to know and understand how to:</p> <ul style="list-style-type: none"> SB1. follow rule-based decision-making processes SB2. make a decision on a suitable course of action
	<p>Plan and Organize</p>
	<p>You need to know and understand how to:</p> <ul style="list-style-type: none"> SB3. plan and organize your work to achieve targets and deadlines
	<p>Customer Centricity</p>
	<p>You need to know and understand how to:</p> <ul style="list-style-type: none"> SB4. Identify internal or external customer requirement and priorities clearly with respect to work at hand SB5. carry out rule-based transactions in line with customer-specific guidelines, procedures, rules and service level agreements SB6. check that your own and/or your peers work meets customer requirements
	<p>Problem Solving</p>
	<p>You need to know and understand how to:</p>

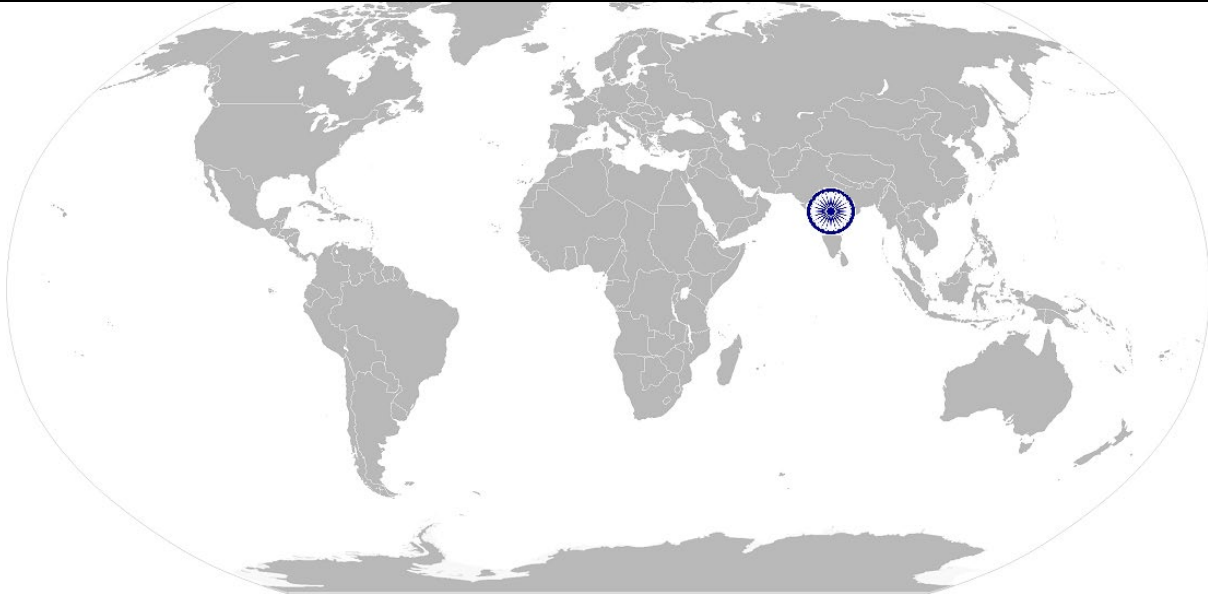
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	SB7. apply problem-solving approaches in different situations SB8. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to: SB9. analyze data and activities SB10. configure data and disseminate relevant information to others SB11. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to: SB12. provide opinions on work in a detailed and constructive way SB13. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB14. check your work is complete and free from errors
	Team Working
You need to know and understand how to: SB15. work effectively in a team environment SB16. work independently and collaboratively	
C. Technical Skills	You need to know and understand how to: SC1. operate the console of endpoint security tool SC2. work on various operating systems SC3. work with word processors, spreadsheets and presentations SC4. stay abreast of the latest developments in terms of industry standards and information security tools and techniques

SSC/N0912 Troubleshoot and maintain endpoint security in an enterprise environment

NOS Version Control

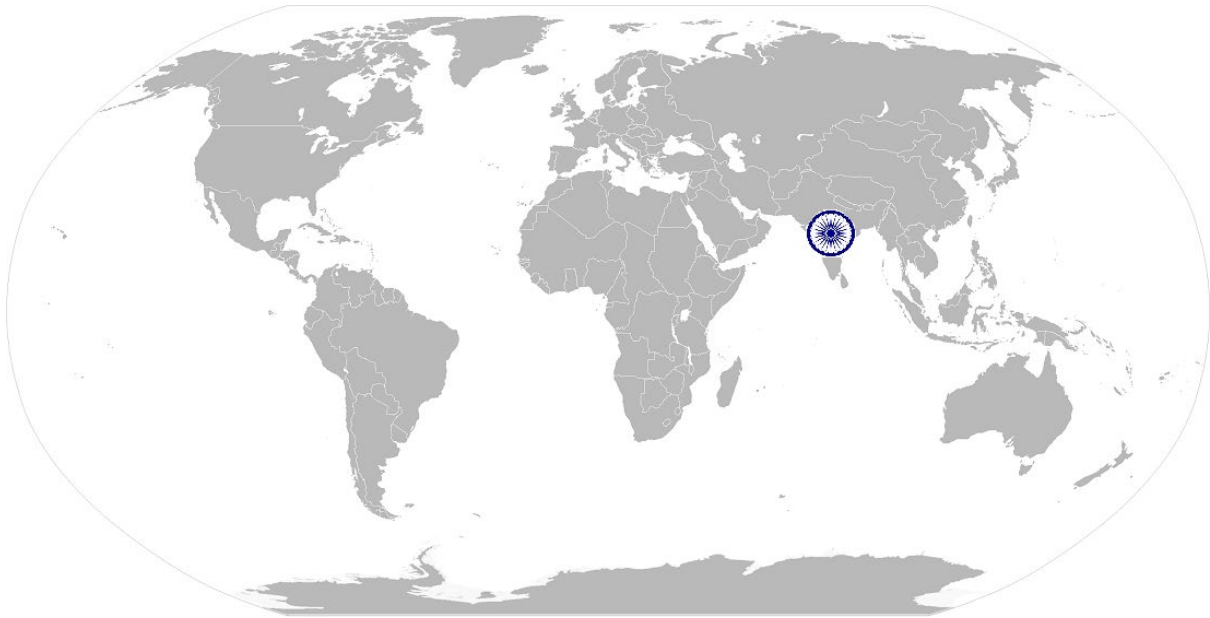
NOS Code	SSC/N0912		
Credits (NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	18/08/2016
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
Occupation	Information/Cyber Security	Next review date	31/03/2019



SSC/N0913

Assist in the installation of endpoint security measures

National Occupational Standard



Overview

This unit is about assisting in the installation of endpoint security measures.

SSC/N0913

Assist in the installation of endpoint security measures

Applicable NOS Unit	Unit Code	SSC/N0913
	Unit Title (Task)	Assist in the installation of endpoint security measures
	Description	This unit is about assisting in the installation of endpoint security measures
	Scope	<p>This unit/task covers the following:</p> <p>Operating procedures include:</p> <ul style="list-style-type: none"> • required service levels (e.g. availability, quality) • routine maintenance • monitoring • data integrity (e.g. backups, anti-virus) • consumables use, storage & disposal • health & safety • escalation • information recording and reporting • obtaining work permissions • security & confidentiality • Asset inventory • Database SLA requirement <p>Basic Cyber security concepts are: e.g.</p> <ul style="list-style-type: none"> • the importance of confidentiality, integrity and availability for information systems; • common types of malicious code like: <ul style="list-style-type: none"> ○ virus ○ Trojan ○ logic bomb ○ worm ○ spyware ○ ransomware ○ malware ○ DDoS Attacks • types of threats facing the information security of individuals and organisations; • sources of threats to information security in terms of opportunity, ability and motive, etc. <p>Security solutions:</p> <ul style="list-style-type: none"> • Firewall

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Assist in the installation of endpoint security measures

	<ul style="list-style-type: none"> • IDS/IPS • web security gateways • email security • content management
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. receive instructions from authorised source for task(s) to be performed for installation of endpoint security tool on server of client endpoint</p> <p>PC2. install a management console on a server to help manage clients, product licenses and logs as per specifications provided</p> <p>PC3. create a database containing settings, privileges, events and security policies as per specifications</p> <p>PC4. integrate tool with directory services or LDAP</p> <p>PC5. manage the endpoint security tools database settings as per instructions provided</p> <p>PC6. activate the product with the appropriate license or serial number</p> <p>PC7. create and manage administrator accounts in the Endpoint Security Manager Console</p> <p>PC8. install and configure Linux clients on the endpoint security manager tool</p> <p>PC9. configure Endpoint security replication, load balancing, and failover as per instructions provided</p> <p>PC10. configure and implement Endpoint Protection domains as per instructions provided</p> <p>PC11. start and navigate the endpoint protection manager</p> <p>PC12. perform endpoint security console authentication</p> <p>PC13. install software on client computers and devices, either directly or across the network as per instructions provided</p> <p>PC14. configure clients for client software updates (automatic or pushed from the server) and virus definition updates, at a minimum</p> <p>PC15. distinguish between client-mode and user-mode</p> <p>PC16. install managed clients as per instructions provided</p> <p>PC17. configure an unmanaged detector as per instructions provided</p> <p>PC18. configuring endpoint protection clients to use Secure Socket Layer (SSL) communication</p> <p>PC19. collaborate with others to resolve information technology issues that are beyond own capabilities or job profile</p> <p>PC20. report the results of the monitoring, ticket raising and ticket closure activities using standard documentation following organisational procedures</p>

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	<p>PC21. obtain help or advice from specialist if the problem is outside his/her area of competence or experience</p> <p>PC22. comply with relevant legislation, standards, policies and procedures</p>
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> <p>KA1. your organization's policies, procedures, standards, guidelines and service level agreements for responding to information security incidents</p> <p>KA2. the day-to-day operations, procedures and tasks relating to your area of work your organization's knowledge base and how to access and update this</p> <p>KA3. organization's knowledge base and how to access and update this</p> <p>KA4. limits of your role and responsibilities and who to seek guidance from</p> <p>KA5. the organizational systems, procedures and tasks/checklists within the domain and how to use these</p> <p>KA6. how to engage with both internal and external specialists for support in order to resolve incidents and service requests</p> <p>KA7. service request procedures, tools, and techniques</p> <p>KA8. the operating procedures that are applicable to the system(s) being used</p> <p>KA9. computer network defense (CND) policies, procedures, and regulations</p> <p>KA10. standard tools and templates available and how to use these</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. basic cyber security concepts</p> <p>KB2. computer security incident detection & response activities</p> <p>KB3. principles of intrusion detection, intrusion prevention, firewall operations, and other general security practices</p> <p>KB4. general information about infrastructure security tools such as firewalls, network security monitoring, anti-malware, content management, OS hardening, email security, etc.</p> <p>KB5. types of addresses used on networks and why they are used</p> <p>KB6. virus and spyware protection technologies</p> <p>KB7. network threat prevention technologies such as firewall technologies and intrusion prevention</p> <p>KB8. proactive threat prevention technologies such as SONAR, heuristic based protection, and application and device control</p> <p>KB9. database and web server concepts</p> <p>KB10. client installation packages, settings, and features</p> <p>KB11. process to install an Endpoint Protection Manager and client</p> <p>KB12. the features and functions in the endpoint security tool console and menus</p> <p>KB13. options for updating clients</p>

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Assist in the installation of endpoint security measures

	<p>KB14. how communication works between clients, manager and the console and configure clients to communicate properly</p> <p>KB15. endpoint Protection replication, load balancing, and failover</p> <p>KB16. common endpoint security support tools currently available</p> <p>KB17. endpoint Protection domains</p> <p>KB18. the components that make up the Endpoint Protection infrastructure</p> <p>KB19. endpoint security related policy types and components</p> <p>KB20. licensing requirements for EPS</p> <p>KB21. typical response times and service times for problems</p> <p>KB22. the importance of documenting, classifying, prioritizing service requests received over voice calls, email or internet and incident reports</p> <p>KB23. the basic functionalities of the applications, hardware and/or access rights that are used by the customers</p> <p>KB24. internet ports, protocols and services and their usefulness</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. log calls and raise tickets in the Endpoint console tool, providing proper indicators and descriptions as required</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct and following professional etiquettes</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p> <p>SA8. read policy manual, standard operating procedures and service level agreements relevant to work area</p> <p>SA9. read emails received from own team, across team and external vendors and clients</p> <p>Oral Communication (Listening and Speaking skills)</p>

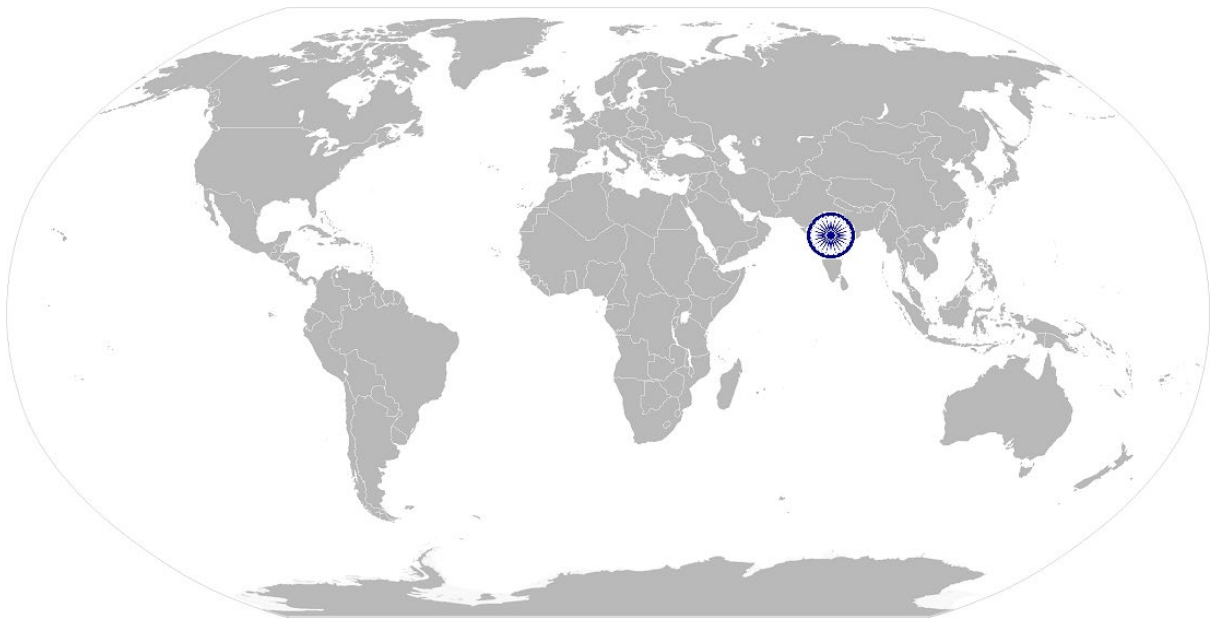
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Assist in the installation of endpoint security measures

	<p>You need to know and understand how to:</p> <p>SA10. listen effectively and orally communicate information accurately</p> <p>SA11. ask for clarification and advice from others</p>
B. Professional Skills	Decision Making
	<p>You need to know and understand how to:</p> <p>SB1. follow rule-based decision-making processes</p> <p>SB2. make a decision on a suitable course of action</p>
	Plan and Organize
	<p>You need to know and understand how to:</p> <p>SB3. plan and organize your work to achieve targets and deadlines</p>
	Customer Centricity
	<p>You need to know and understand how to:</p> <p>SB4. build and maintain positive and effective relationships with customers</p> <p>SB5. check that your own work meets customer requirements</p>
	Problem Solving
	<p>You need to know and understand how to:</p> <p>SB6. apply problem solving approaches in different situations</p> <p>SB7. seek clarification on problems from others</p> <p>SB8. refer anomalies to the line manager</p>
	Analytical Thinking
	<p>You need to know and understand how to:</p> <p>SB9. analyze data and activities</p> <p>SB10. configure data and disseminate relevant information to others</p> <p>SB11. pass on relevant information to others</p>
	Critical Thinking
	<p>You need to know and understand how to:</p> <p>SB12. provide opinions on work in a detailed and constructive way</p> <p>SB13. apply balanced judgments to different situations</p>
	Attention to Detail
	<p>You need to know and understand how to:</p> <p>SB14. apply good attention to details</p> <p>SB15. check your work is complete and free from errors</p>
	Team Working
<p>You need to know and understand how to:</p> <p>SB16. work effectively in a team environment</p> <p>SB17. contribute to the quality of team working</p> <p>SB18. work independently and collaboratively</p>	

SSC/N0913 Assist in the installation of endpoint security measures

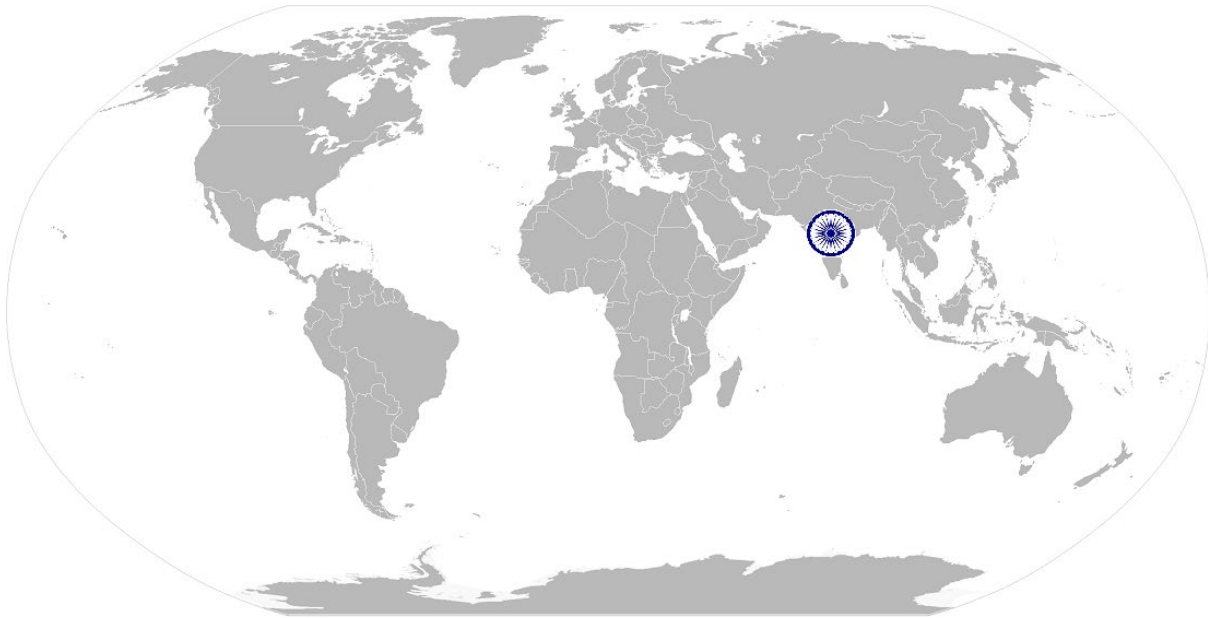
C. Technical Skills	You need to know and understand how to: SC1. install and configure the console of endpoint security tool SC2. work on various operating systems SC3. work with word processors, spreadsheets and presentations SC4. stay abreast of the latest developments in terms of industry standards and information security tools and techniques
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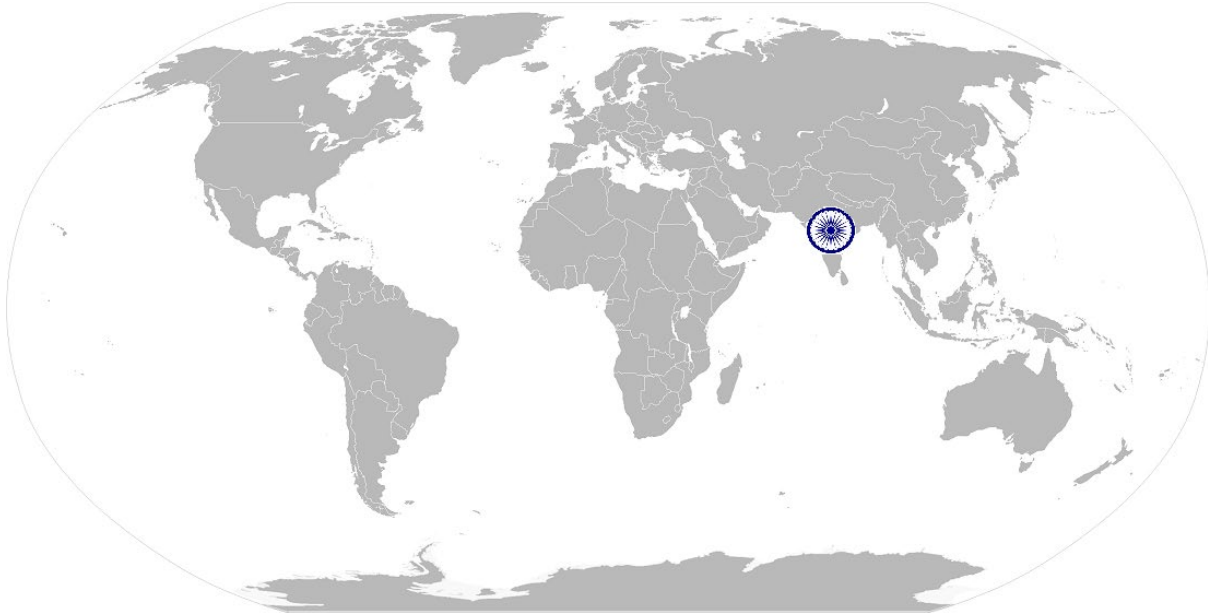
SSC/N0913 Assist in the installation of endpoint security measures

NOS Version Control

NOS Code	SSC/N0913		
Credits (NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	18/08/2016
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
Occupation	Information/Cyber Security	Next review date	31/03/2019




National Occupational Standard



Overview

This unit is about planning and organizing your work in order to complete it to the required standards on time

Applicable NOS Unit

SSC/N9001 Manage your work to meet requirements	
Unit Code	SSC/N9001
Unit Title (Task)	Manage your work to meet requirements
Description	This unit is about planning and organizing your work in order to complete it to the required standards on time.
Scope	<p>This unit/task covers the following:</p> <p>Work requirements:</p> <ul style="list-style-type: none"> • activities (what you are required to do) • deliverables (the outputs of your work) • quantity (the volume of work you are expected to complete) • standards (what is acceptable performance, including compliance with Service Level Agreements) • timing (when your work needs to be completed) <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • the person requesting the work • members of the team/department • members from other teams/departments <p>Resources:</p> <ul style="list-style-type: none"> • equipment • materials • information 
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent on the job, you must be able to:</p> <p>PC1. establish and agree your work requirements with appropriate people</p> <p>PC2. keep your immediate work area clean and tidy</p> <p>PC3. utilize your time effectively</p> <p>PC4. use resources correctly and efficiently</p> <p>PC5. treat confidential information correctly</p> <p>PC6. work in line with your organization's policies and procedures</p> <p>PC7. work within the limits of your job role</p> <p>PC8. obtain guidance from appropriate people, where necessary</p> <p>PC9. ensure your work meets the agreed requirements</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and priorities for your area of work</p>

SSC/N9001

Manage your work to meet requirements

<p>(Knowledge of the company/ organization and its processes)</p>	<p>and your role and responsibilities in carrying out your work</p> <p>KA2. limits of your responsibilities and when to involve others</p> <p>KA3. your specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize your workload according to urgency and importance and the benefits of this</p> <p>KA6. your organization's policies and procedures for dealing with confidential information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of your work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans to reflect change</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. the importance of completing work accurately and how to do this</p> <p>KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization</p> <p>KB3. resources needed for your work and how to obtain and use these</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. complete accurate work with attention to detail</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines, procedures, rules and service level agreements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA3. ask for clarification and advice from line managers</p> <p>SA4. communicate orally with colleagues</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. make a decision on a suitable course of action</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p> <p>SB3. agree objectives and work requirements</p> <p>Customer Centricity</p> <p>You need to know and understand how to:</p> <p>SB4. deliver consistent and reliable service to customers</p>

SSC/N9001

Manage your work to meet requirements

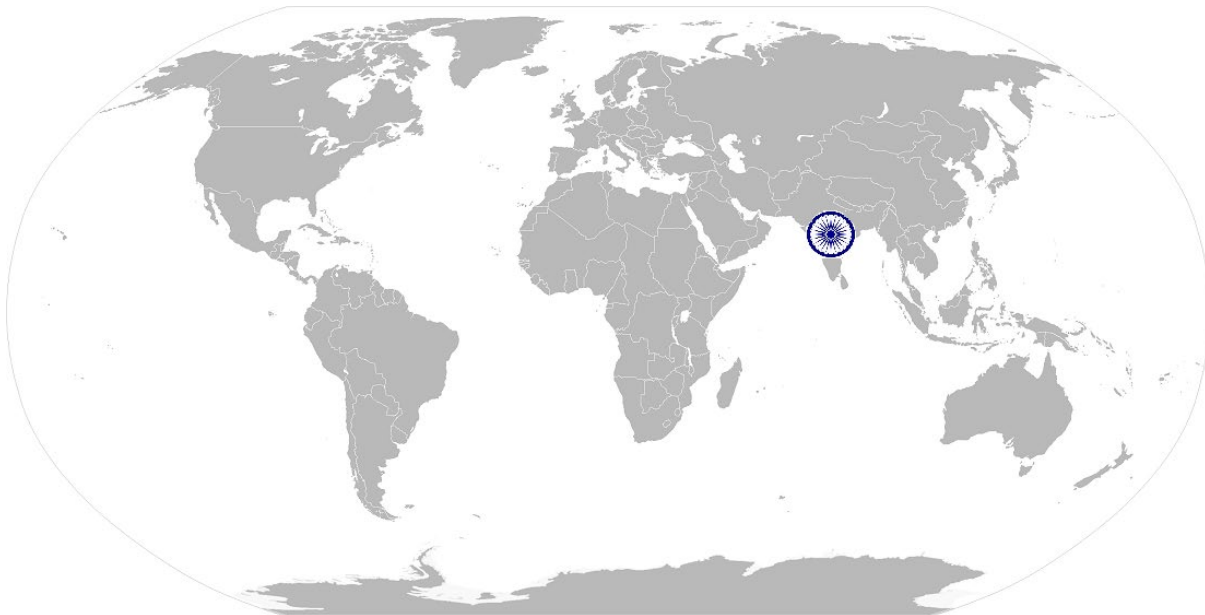
	SB5. check that your own work meets customer requirements
	Problem Solving
	You need to know and understand how to: SB6. refer anomalies to the line manager SB7. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to: SB8. provide relevant information to others SB9. analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to: SB10. apply judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB11. check your work is complete and free from errors SB12. get your work checked by peers
	Team Working
	You need to know and understand how to: SB13. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively, to input and/or extract data accurately SC2. identify and refer anomalies in data SC3. store and retrieve information SC4. keep up to date with changes, procedures and practices in your role

SSC/N9001

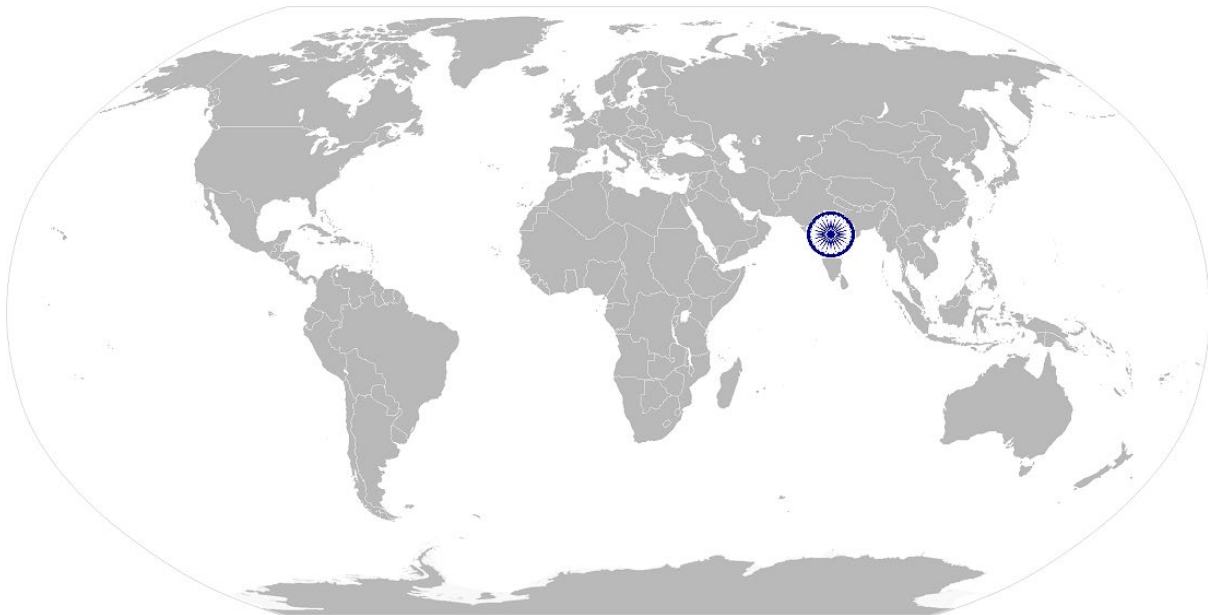
Manage your work to meet requirements

NOS Version Control

NOS Code	SSC/N9001		
Credits (NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	15/03/2016
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
		Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.

SSC/N9002

Work effectively with colleagues

Applicable NOS Unit

Unit Code	SSC/N9002
Unit Title (Task)	Work effectively with colleagues
Description	This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.
Scope	<p>This unit/task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> • line manager • members of your own work group • people in other work groups in your organization <p>Communicate:</p> <ul style="list-style-type: none"> • face-to-face • by telephone • in writing
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. communicate with colleagues clearly, concisely and accurately</p> <p>PC2. work with colleagues to integrate your work effectively with them</p> <p>PC3. pass on essential information to colleagues in line with organizational requirements</p> <p>PC4. work in ways that show respect for colleagues</p> <p>PC5. carry out commitments you have made to colleagues</p> <p>PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons</p> <p>PC7. identify any problems you have working with colleagues and take the initiative to solve these problems</p> <p>PC8. follow the organization's policies and procedures for working with colleagues</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies and procedures for working with colleagues and your role and responsibilities in relation to this</p> <p>KA2. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KA3. different methods of communication and the circumstances in which it is appropriate to use these</p> <p>KA4. benefits of developing productive working relationships with colleagues</p> <p>KA5. the importance of creating an environment of trust and mutual respect in an</p>

SSC/N9002

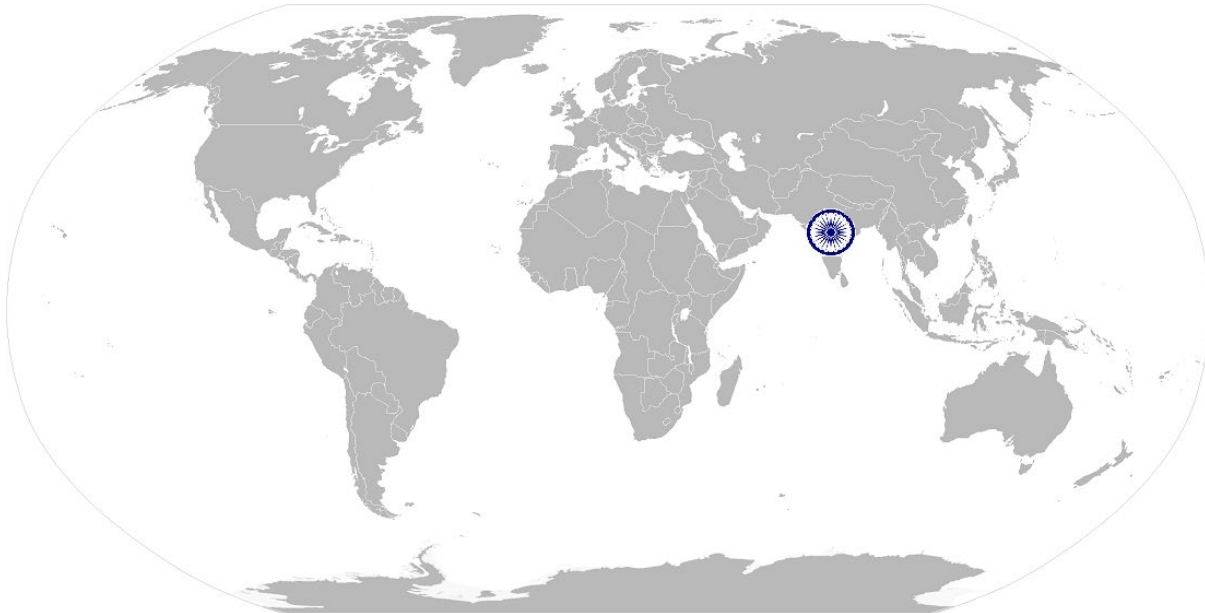
Work effectively with colleagues

	<p>environment where you have no authority over those you are working with</p> <p>KA6. where you do not meet your commitments, the implications this will have on individuals and the organization</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. the importance of understanding problems from your colleague's perspective and how to provide support, where necessary, to resolve these</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	You need to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	SA2. communicate effectively with colleagues in writing
	Reading Skills
	You need to know and understand how to:
	SA3. read 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 line managers	
B. Professional Skills	Decision Making
	You need to know and understand how to:
	SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB3. check that your own work meets customer requirements
	SB4. deliver consistent and reliable service to customers
Problem Solving	
You need to know and understand how to:	
SB5. apply problem solving approaches in different situations	
Critical Thinking	
You need to know and understand how to:	
SB6. apply balanced judgments to different situations	
Attention to Detail	
You need to know and understand how to:	
SB7. check your work is complete and free from errors	

SSC/N9002

Work effectively with colleagues

	SB8. get your work checked by peers
	Team Working
	You need to know and understand how to: SB9. work effectively in a team environment SB10. work effectively with colleagues and other teams SB11. treat other cultures with respect
C. Technical Skills	You need to know and understand how to: SC1. identify and refer anomalies SC2. help reach agreements with colleagues SC3. keep up to date with changes, procedures and practices in your role

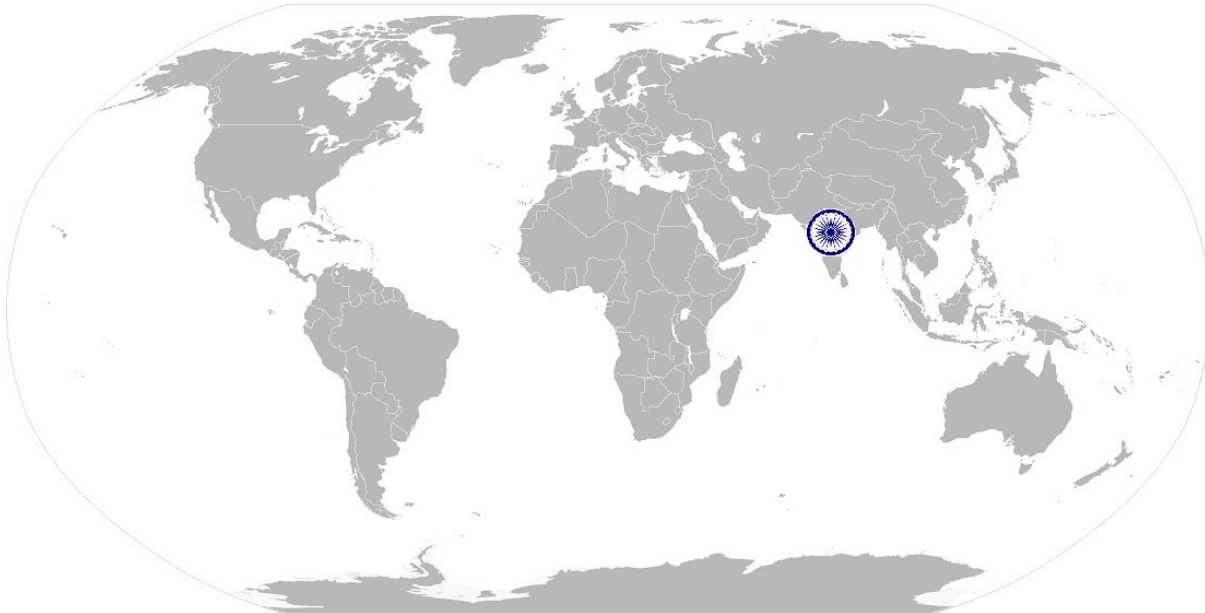


SSC/N9002

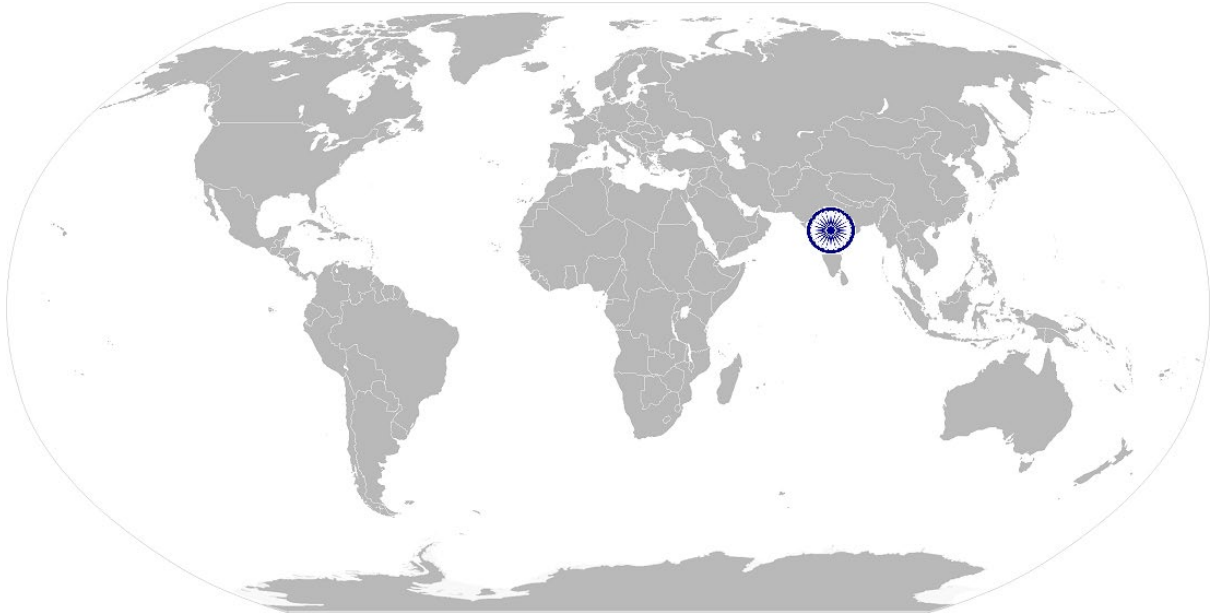
Work effectively with colleagues

NOS Version Control

NOS Code	SSC/N9002		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	15/03/2016
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
		Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.

SSC/N9003 Maintain a healthy, safe and secure working environment

Applicable NOS Unit	Unit Code	SSC/N9003
	Unit Title (Task)	Maintain a healthy, safe and secure working environment
	Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
	Scope	<p>This unit/task covers the following:</p> <p>Emergency procedures:</p> <ul style="list-style-type: none"> • illness • accidents • fires • other reasons to evacuate the premises • breaches of security
Performance Criteria (PC) w.r.t. the Scope		
		<p>To be competent, you must be able to:</p> <p>PC1. comply with your organization's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority</p> <p>PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</p> <p>PC5. follow your organization's emergency procedures promptly, calmly, and efficiently</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC7. complete any health and safety records legibly and accurately</p>
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company/ organization and its processes)		<p>You need to know and understand:</p> <p>KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. limits of your responsibility for dealing with hazards</p> <p>KA5. your organization's emergency procedures for different emergency situations and the importance of following these</p>

SSC/N9003

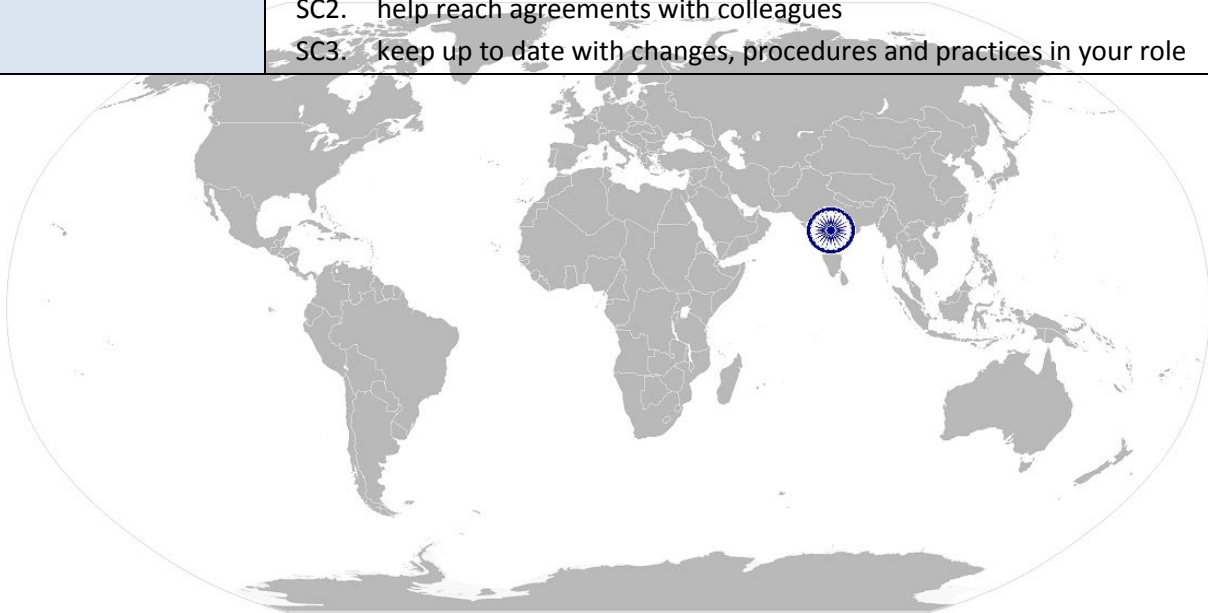
Maintain a healthy, safe and secure working environment

	<p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization</p>	
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting procedures and the importance of these</p> <p>KB5. government agencies in the areas of safety, health and security and their norms and services</p>	
Skills (S)		
A. Core Skills/ Generic Skills	Writing Skills	
	You need to know and understand how to:	
	SA1. complete accurate, well written work with attention to detail	
	Reading Skills	
	You need to know and understand how to:	
SA2. read instructions, guidelines, procedures, rules and service level agreements		
A. Core Skills/ Generic Skills	Oral Communication (Listening and Speaking skills)	
	You need to know and understand how to:	
	SA3. listen effectively and orally communicate information accurately	
	B. Professional Skills	Decision Making
		You need to know and understand how to:
SB1. make a decision on a suitable course of action		
Plan and Organize		
You need to know and understand how to:		
SB2. plan and organize your work to meet health, safety and security requirements		
Customer Centricity		
You need to know and understand how to:		
SB3. build and maintain positive and effective relationships with colleagues and customers		
Problem Solving		
You need to know and understand how to:		
SB4. apply problem solving approaches in different situations		
B. Professional Skills	Analytical Thinking	
	You need to know and understand how to:	
SB5. analyze data and activities		

SSC/N9003

Maintain a healthy, safe and secure working environment

	Critical Thinking
	You need to know and understand how to: SB6. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB7. check your work is complete and free from errors SB8. get your work checked by peers
	Team Working
	You need to know and understand how to: SB9. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. identify and refer anomalies SC2. help reach agreements with colleagues SC3. keep up to date with changes, procedures and practices in your role

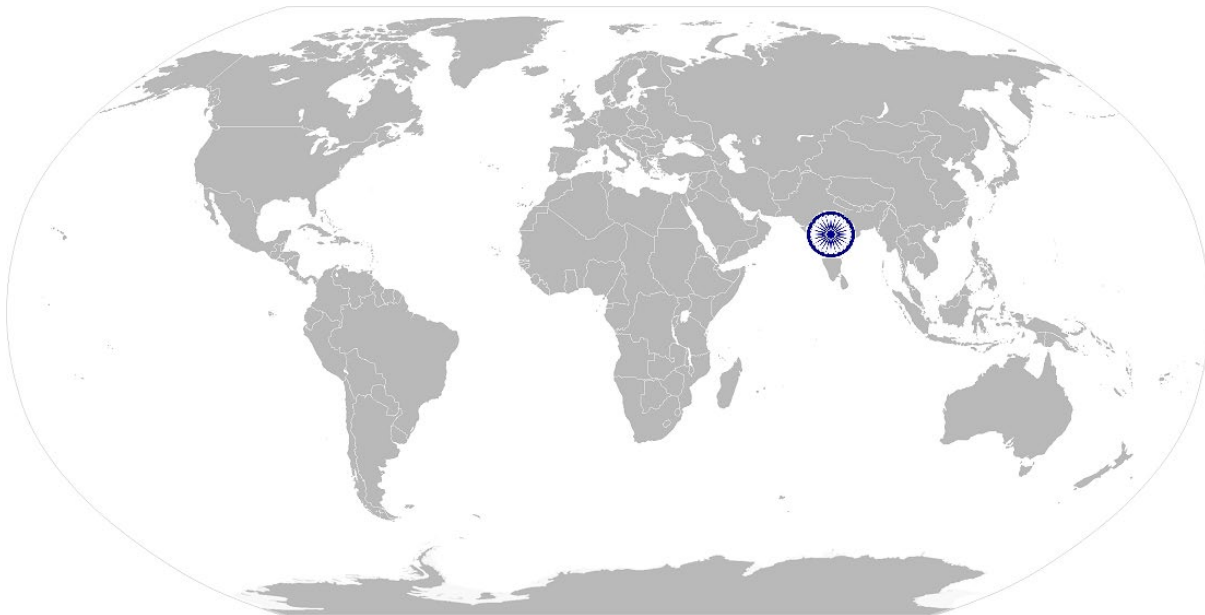


SSC/N9003

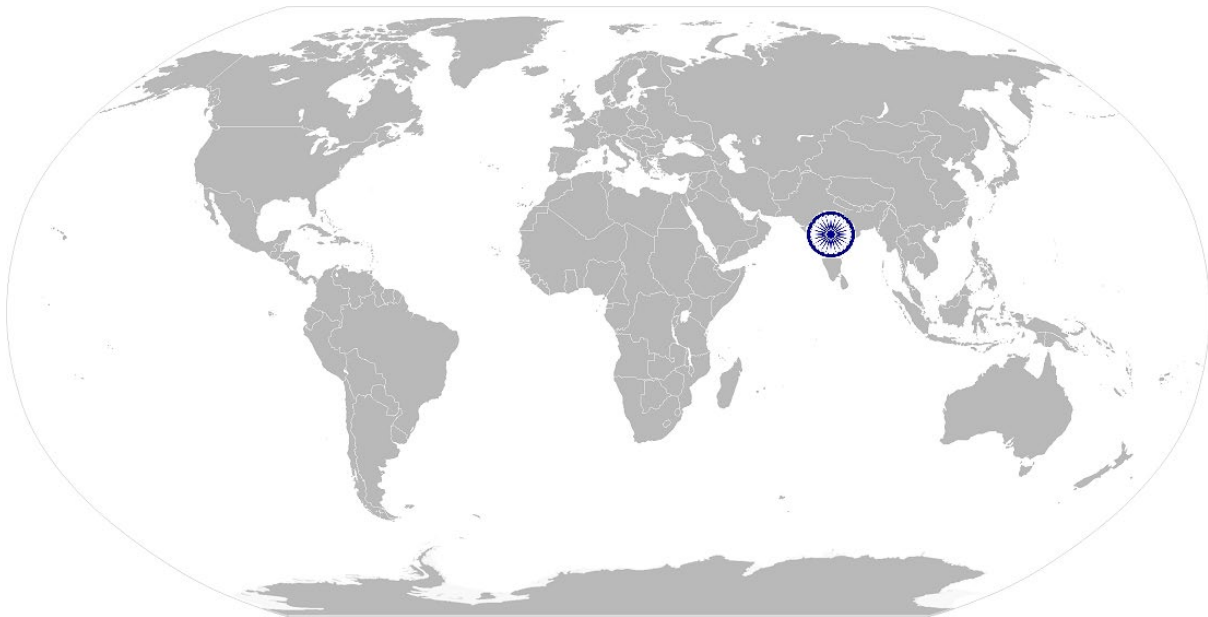
Maintain a healthy, safe and secure working environment

NOS Version Control

NOS Code	SSC/N9003		
Credits (NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	15/03/2016
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
		Next review date	31/03/2019



National Occupational Standard




Overview

This unit is about providing specified data/information related to your work in templates or other standard formats

SSC/N9004

Provide data/information in standard formats

Unit Code	SSC/N9004
Unit Title (Task)	Provide data/information in standard formats
Description	This unit is about providing specified data/information related to your work in templates or other standard formats.
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • members of your own work group • people in other work groups in your organization • subject matter experts <p>Data/information:</p> <ul style="list-style-type: none"> • quantitative • qualitative <p>Sources:</p> <ul style="list-style-type: none"> • within your organization • outside your organization <p>Formats:</p> <ul style="list-style-type: none"> • paper-based • electronic 
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it</p> <p>PC2. obtain the data/information from reliable sources</p> <p>PC3. check that the data/information is accurate, complete and up-to-date</p> <p>PC4. obtain advice or guidance from appropriate people where there are problems with the data/information</p> <p>PC5. carry out rule-based analysis of the data/information, if required</p> <p>PC6. insert the data/information into the agreed formats</p> <p>PC7. check the accuracy of your work, involving colleagues where required</p> <p>PC8. report any unresolved anomalies in the data/information to appropriate people</p> <p>PC9. provide complete, accurate and up-to-date data/information to the</p>

SSC/N9004

Provide data/information in standard formats

	appropriate people in the required formats on time
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's procedures and guidelines for providing data/information in standard formats and your role and responsibilities in relation to this</p> <p>KA2. the knowledge management culture of your organization</p> <p>KA3. your organization's policies and procedures for recording and sharing information and the importance of complying with these</p> <p>KA4. the importance of validating data/information before use and how to do this</p> <p>KA5. procedures for updating data in appropriate formats and with proper validation</p> <p>KA6. the purpose of the CRM database</p> <p>KA7. how to use the CRM database to record and extract information</p> <p>KA8. the importance of having your data/information reviewed by others</p> <p>KA9. the scope of any data/information requirements including the level of detail required</p> <p>KA10. the importance of keeping within the scope of work and adhering to timescales</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. data/information you may need to provide including the sources and how to do this</p> <p>KB2. templates and formats used for data/information including their purpose and how to use these</p> <p>KB3. different techniques used to obtain data/information and how to apply these</p> <p>KB4. these</p> <p>KB5. how to carry out rule-based analysis on the data/information</p> <p>KB6. typical anomalies that may occur in data/information</p> <p>KB7. who to go to in the event of inaccurate data/information and how to report this</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	You need to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	Reading Skills
You need to know and understand how to:	
SA2. read instructions, guidelines, procedures, rules and service level agreements	
Oral Communication (Listening and Speaking skills)	
You need to know and understand how to:	
SA3. listen effectively and orally communicate information accurately	

SSC/N9004

Provide data/information in standard formats

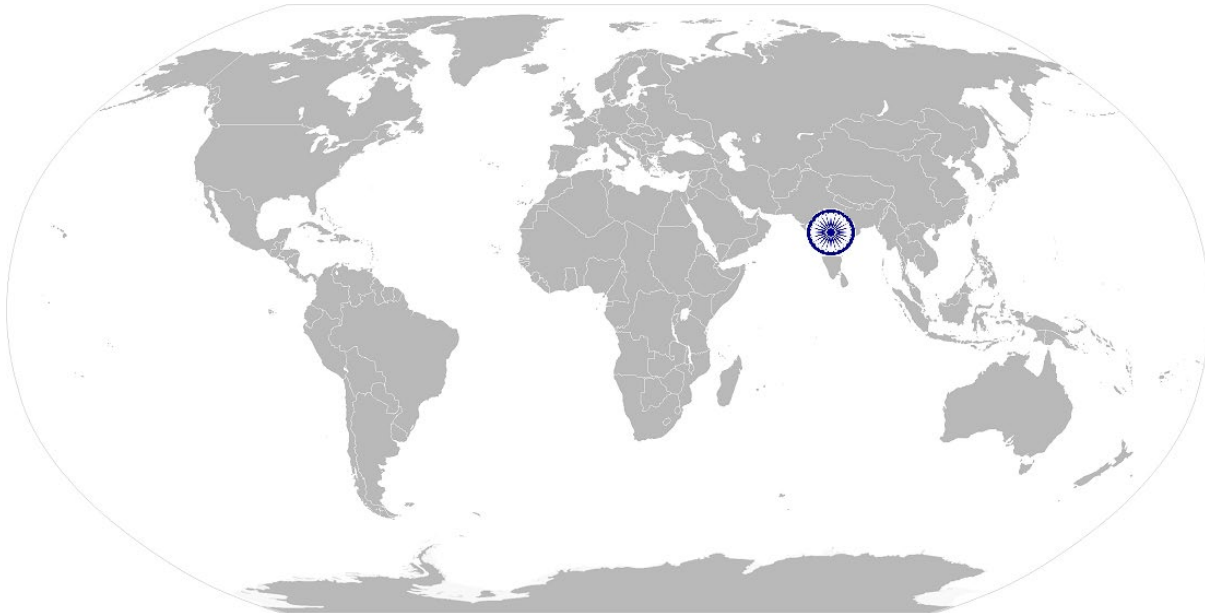
B. Professional Skills	Decision Making
	You need to know and understand how to: SB1. follow rule-based decision-making processes SB2. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to: SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to: SB4. check that your own work meets customer requirements SB5. meet and exceed customer expectations
	Problem Solving
	You need to know and understand how to: SB6. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to: SB7. configure data and disseminate relevant information to others
	Critical Thinking
You need to know and understand how to: SB8. apply balanced judgments to different situations	
Attention to Detail	
You need to know and understand how to: SB9. check your work is complete and free from errors SB10. get your work checked by peers	
Team Working	
You need to know and understand how to: SB11. work effectively in a team environment	
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively, to input and/or extract data accurately SC2. validate and update data SC3. identify and refer anomalies in data SC4. store and retrieve information SC5. share information using standard formats and templates SC6. keep up to date with changes, procedures and practices in your role

SSC/N9004

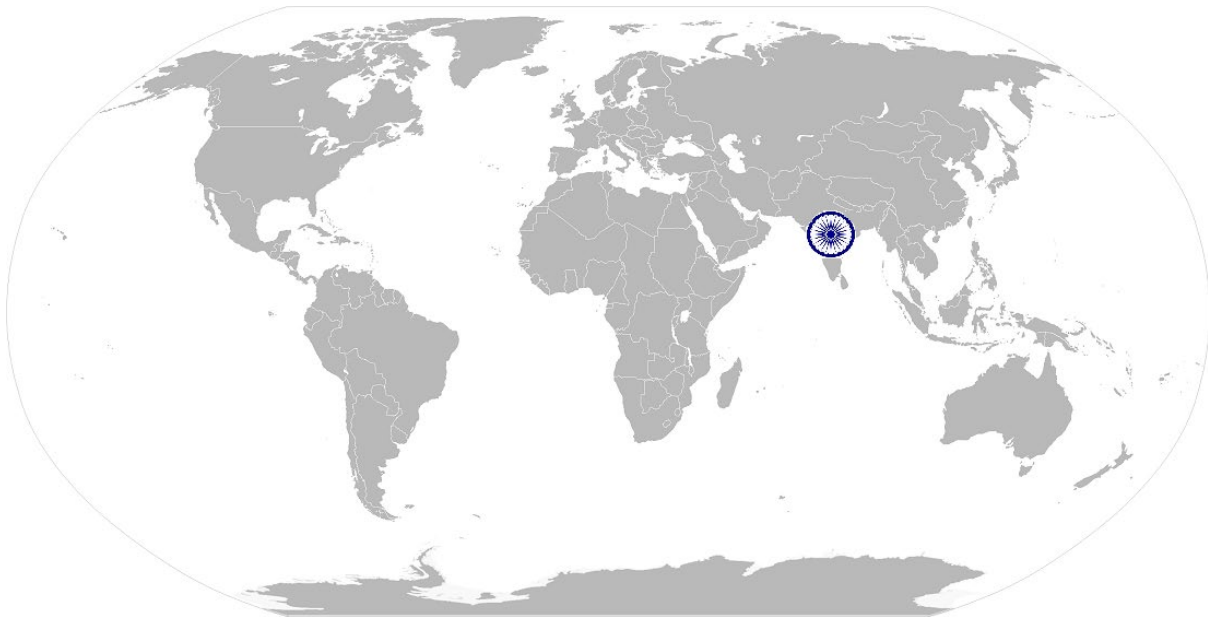
Provide data/information in standard formats

NOS Version Control

NOS Code	SSC/N9004		
Credits (NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	15/03/2016
Industry Sub-sector	IT Services	Last reviewed on	15/03/2016
		Next review date	15/03/2017



National Occupational Standard



Overview

This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required.

SSC/N9005

Develop your knowledge, skills and competence

Unit Code	SSC/N9005
Unit Title (Task)	Develop your knowledge, skills and competence
Description	<p>This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required.</p> <p><i>Competence</i> is defined as: the application of knowledge and skills to perform to the standards required.</p>
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people may be:</p> <ul style="list-style-type: none"> • line manager • human resources specialists • learning and development specialists • peers <p>Job role:</p> <ul style="list-style-type: none"> • current responsibilities as defined in your job description • possible future responsibilities <p>Learning and development activities:</p> <ul style="list-style-type: none"> • formal education and training programs, leading to certification • non-formal activities (such as private study, learning from colleagues, project work), designed to meet learning and development objectives but without certification <p>Appropriate action may be:</p> <ul style="list-style-type: none"> • undertaking further learning and development activities • finding further opportunities to apply your knowledge and skills <p>Different methods</p> <ul style="list-style-type: none"> • training need analysis • skills need analysis • performance appraisals
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence</p> <p>PC2. identify accurately the knowledge and skills you need for your job role</p> <p>PC3. identify accurately your current level of knowledge, skills and competence</p>

SSC/N9005

Develop your knowledge, skills and competence

	<p>and any learning and development needs</p> <p>PC4. agree with appropriate people a plan of learning and development activities to address your learning needs</p> <p>PC5. undertake learning and development activities in line with your plan</p> <p>PC6. apply your new knowledge and skills in the workplace, under supervision</p> <p>PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them</p> <p>PC8. review your knowledge, skills and competence regularly and take appropriate action</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <p>KA1. your organization's procedures and guidelines for developing your knowledge, skills and competence and your role and responsibilities in relation to this</p> <p>KA2. the importance of developing your knowledge, skills and competence to you and your organization</p> <p>KA3. different methods used by your organization to review skills and knowledge</p> <p>KA4. how to review your knowledge and skills against your job role using different methods and analysis</p> <p>KA5. different types of learning and development activities available for your job role and how to access these</p> <p>KA6. how to produce a plan to address your learning and development needs, who to agree it with and the importance of undertaking the planned activities</p> <p>KA7. different types of support available to help you plan and undertake learning and development activities and how to access these</p> <p>KA8. why it is important to maintain records of your learning and development</p> <p>KA9. methods of obtaining and accepting feedback from appropriate people on your knowledge skills and competence</p> <p>KA10. how to use feedback to develop in your job role</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. the knowledge and skills required in your job role</p> <p>KB2. your current learning and development needs in relation to your job role</p> <p>KB3. different types of learning styles and methods including those that help you learn best</p> <p>KB4. the importance of taking responsibility for your own learning and development</p> <p>KB5. to the importance of learning and practicing new concepts, theory and how to apply these in the work environment or on samples</p> <p>KB6. how to explore sample problems and apply solutions</p>

SSC/N9005

Develop your knowledge, skills and competence

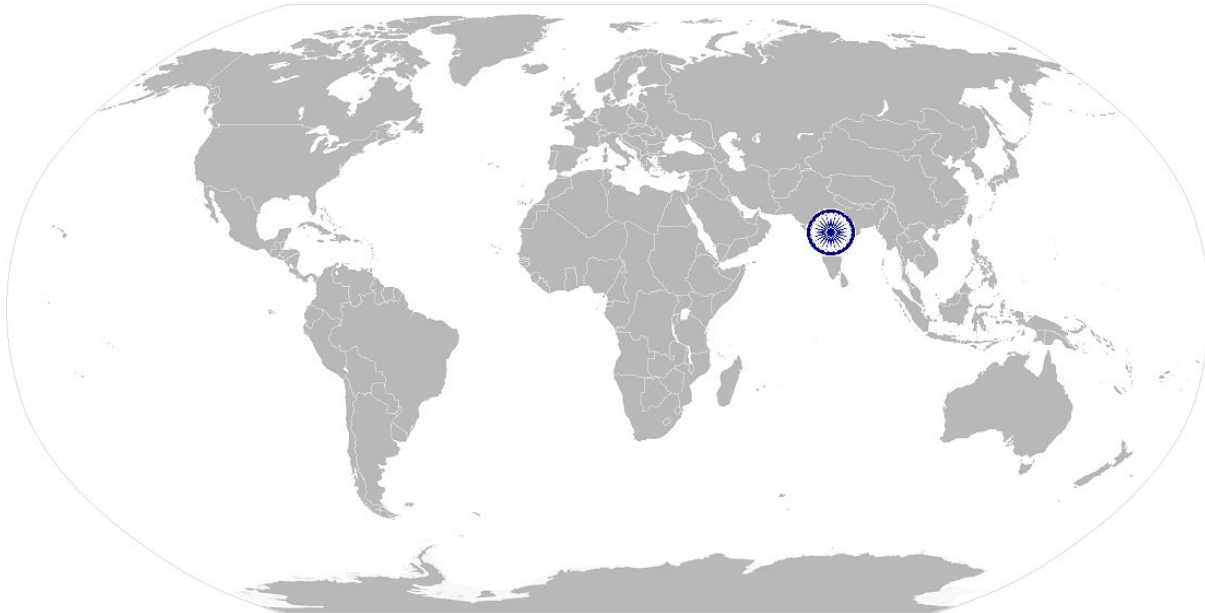
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	You need to know and understand how to: SA1. communicate with colleagues in writing
	Reading Skills
	You need to know and understand how to: SA2. read instructions, guidelines and procedures
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA3. ask for clarification and advice from line managers
	Decision Making
	You need to know and understand how to: SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to: SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to: SB3. check that your own work meets customer requirements
	Problem Solving
	You need to know and understand how to: SB4. refer anomalies to the line manager
	Analytical Thinking
	You need to know and understand how to: SB5. analyze data and activities
	Critical Thinking
	You need to know and understand how to: SB6. apply balanced judgments to different situations
Attention to Detail	
You need to know and understand how to: SB7. check your work is complete and free from errors SB8. get your work checked by peers	
Team Working	
You need to know and understand how to: SB9. work effectively in a team environment	
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively SC2. agree objectives and work requirements SC3. keep up to date with changes, procedures and practices in your role

SSC/N9005

Develop your knowledge, skills and competence

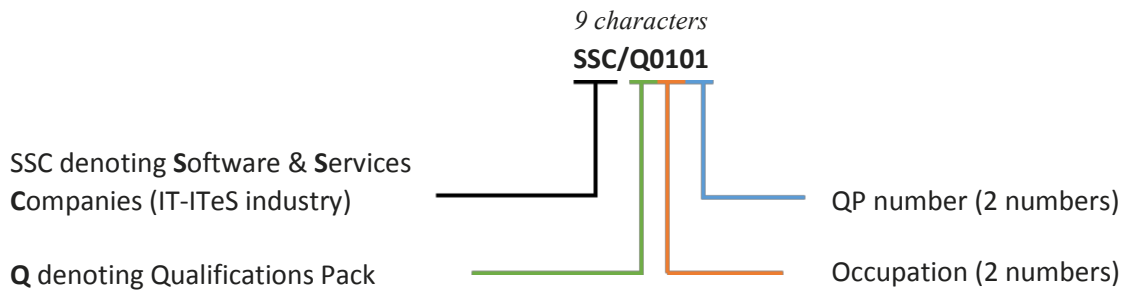
NOS Version Control

NOS Code	SSC/N9005		
Credits (NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	15/03/2016
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
		Next review date	31/03/2019

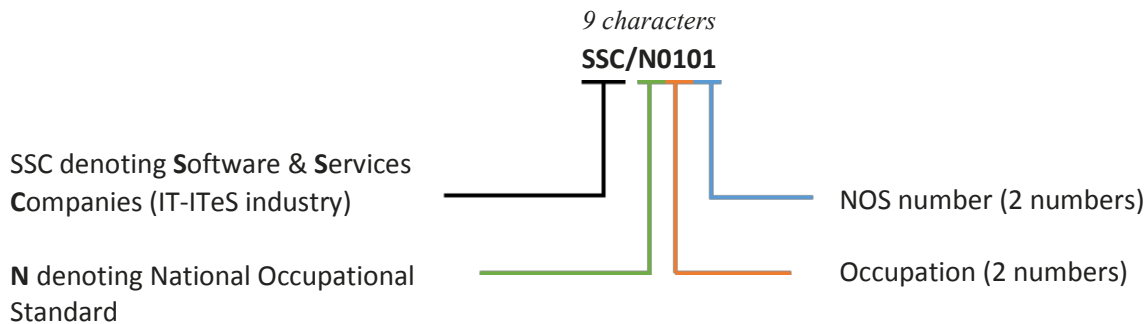


Nomenclature for QP and NOS Units

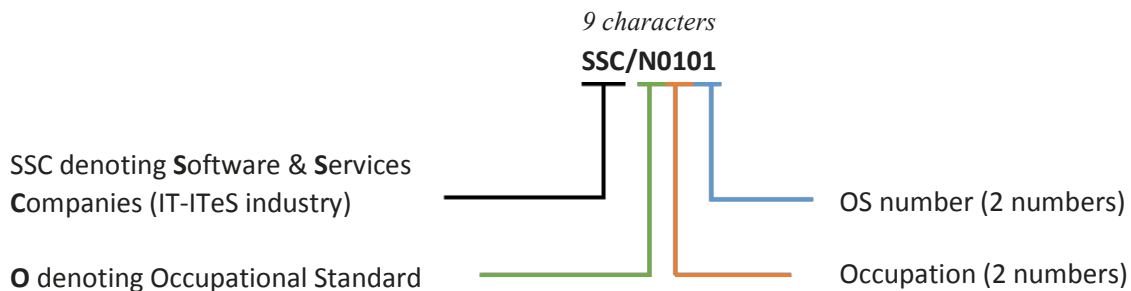
Qualifications Pack



National Occupational Standard



Occupational Standard



It is important to note that an OS unit can be denoted with either an 'O' or an 'N'.

- If an OS unit denotes 'O', it is an OS unit that is an international standard. An example of OS unit denoting 'O' is SSC/O0101.
- If an OS unit denotes 'N', it is an OS unit that is a national standard and is applicable only for the Indian IT-ITeS industry. An example of OS unit denoting 'N' is SSC/N0101

Nomenclature for QP and NOS Units

The following acronyms/codes have been used in the nomenclature above:

Sub-Sector	Range of Occupation numbers
IT Service (ITS)	01-20
Business Process Management (BPM)	21-40
Engg. and R&D (ERD)	41-60
Software Products (SPD)	61-80

Sequence	Description	Example
Three letters	Industry name (Software & Service Companies)	SSC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation Code	01
Next two numbers	OS number	01

Criteria for Assessment of Trainees

Job Role Analyst End Point Security

Qualification Pack SSC/Q0905

Sector Skill Council IT-ITeS

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The assessment will be conducted online through assessment providers authorised by SSC.
3. Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4. To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5. For latest details on the assessment criteria, please visit www.sscnasscom.com.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment Outcomes	Assessment Criteria for Outcomes	Marks Allocated			
		Total Mark	Out of	Theory Skills Practical	
1. SSC/N0912 (Troubleshoot and maintain endpoint security in an enterprise environment for fixed endpoints)	PC1. verify the scope of endpoint assets and components to be monitored with authorised persons	100	4	1	3
	PC2. participate in day, evening or overnight security operations center shift schedule		4	1	3
	PC3. receive shift handover alongwith relevant information, authorities and instructions		4	1	3
	PC4. verify that endpoint security clients are online and functional		3	1	2
	PC5. obtain reports and notifications from the endpoint security tool and respond as per laid out process for the same		3	1	2
	PC6. use reports and logs to identify security problems and monitor status and security events		4	1	3
	PC7. interpret the results of reports and determine the priorities and actions to take to remediate the situation		4	2	2
	PC8. respond to endpoint security client messages and apply a solution accordingly		4	2	2
	PC9. monitor and troubleshoot an endpoint security environment, its security management tools and client content delivery		4	1	3

Criteria for Assessment of Trainees

	PC10. monitor and troubleshoot protection and communication technologies using basic troubleshooting and other monitoring tools		4	1	3
	PC11. troubleshoot and remediate a virus outbreak or client installation failures		4	1	3
	PC12. enable debugging and gather logs for technical support use		4	1	3
	PC13. identify and prevent false positives		4	1	3
	PC14. upgrade and maintain the endpoint security environment and clients		4	1	3
	PC15. manage clients through groups/locations		4	1	3
	PC16. manage and apply policies such as virus and spyware protection policies, firewall policies, intrusion prevention policies, application and device control policies, update policies, and centralized exception policies		5	2	3
	PC17. update products and content as per specifications received		4	2	2
	PC18. check client status in the endpoint security manager		4	1	3
	PC19. perform client deployment manager optimizations		4	2	2
	PC20. create application and device control and firewall rules		5	2	3
	PC21. use IT analytics to generate comprehensive reports from Endpoint Protection		4	1	3
	PC22. collaborate with others to resolve information technology issues that are beyond own capabilities or job profile		4	1	3
	PC23. report the results of the monitoring, ticket raising and ticket closure activities using standard documentation following organisational procedures		4	1	3
	PC24. comply with relevant legislation, standards, policies and procedures		4	1	3
	PC25. maintain a knowledge-base of the known problems and action taken for the same		4	1	3
		Total	100	31	69
2. SSC/N0913 (Assist in the installation of endpoint security measures)	PC1. receive instructions from authorised source for task(s) to be performed for installation of endpoint security tool on server of client endpoint	100	4	1	3
	PC2. install a management console on a server to help manage clients, product licenses and logs as per specifications provided		6	2	4

Criteria for Assessment of Trainees

PC3. create a database containing settings, privileges, events and security policies as per specifications	5	2	3
PC4. integrate tool with Active Directory or LDAP	4	1	3
PC5. manage the endpoint security tools database settings as per instructions provided	4	1	3
PC6. activate the product with the appropriate license or serial number	4	1	3
PC7. create and manage administrator accounts in the Endpoint security Manager Console	6	2	4
PC8. install and configure Linux clients on the endpoint security manager tool	5	2	3
PC9. configure Endpoint security replication, load balancing, and failover as per instructions provided	5	2	3
PC10. configure and implement Endpoint Protection domains as per instructions provided	5	2	3
PC11. start and navigate the SEPM	4	1	3
PC12. perform endpoint security console authentication	5	2	3
PC13. install software on client computers and devices, either directly or across the network as per instructions provided	5	2	3
PC14. configure clients for client software updates (automatic or pushed from the server) and virus definition updates, at a minimum	4	1	3
PC15. distinguish between client-mode and user-mode	4	1	3
PC16. install managed clients as per instructions provided	4	1	3
PC17. configure an unmanaged detector as per instructions provided	4	1	3
PC18. configuring endpoint protection clients to use Secure Socket Layer (SSL) communication	5	2	3
PC19. collaborate with others to resolve information technology issues that are beyond own capabilities or job profile	5	1	4
PC20. report the results of the monitoring, ticket raising and ticket closure activities using standard documentation following organisational procedures	4	1	3
PC21. obtain help or advice from specialist if the problem is outside his/her area of competence or experience	4	1	3
PC22. comply with relevant legislation, standards, policies and procedures	4	1	3

Criteria for Assessment of Trainees

		Total	100	31	69
3. SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your work requirements with appropriate people	100	7	0	7
	PC2. keep your immediate work area clean and tidy		12	6	6
	PC3. utilize your time effectively		12	6	6
	PC4. use resources correctly and efficiently		19	6	13
	PC5. treat confidential information correctly		7	1	6
	PC6. work in line with your organization's policies and procedures		12	0	12
	PC7. work within the limits of your job role		6	0	6
	PC8. obtain guidance from appropriate people, where necessary		6	0	6
	PC9. ensure your work meets the agreed requirements		19	6	13
	Total	100	25	75	
4. SSC/N9002 (Work effectively with colleagues)	PC1. communicate with colleagues clearly, concisely and accurately	100	20	0	20
	PC2. work with colleagues to integrate your work effectively with theirs		10	0	10
	PC3. pass on essential information to colleagues in line with organizational requirements		10	10	0
	PC4. work in ways that show respect for colleagues		20	0	20
	PC5. carry out commitments you have made to colleagues		10	0	10
	PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons		10	10	0
	PC7. identify any problems you have working with colleagues and take the initiative to solve these problems		10	0	10
	PC8. follow the organization's policies and procedures for working with colleagues		10	0	10
	Total	100	20	80	
5. SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures	100	20	10	10
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		10	0	10
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		20	10	10
	PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected		10	0	10

Criteria for Assessment of Trainees

	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently		20	10	10
	PC6. identify and recommend opportunities for improving health, safety, and security to the designated person		10	0	10
	PC7. complete any health and safety records legibly and accurately		10	0	10
		Total	100	30	70
6. SSC/N9004 (Provide data/information in standard formats)	PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it	100	13	13	0
	PC2. obtain the data/information from reliable sources		13	0	13
	PC3. check that the data/information is accurate, complete and up-to-date		12	6	6
	PC4. obtain advice or guidance from appropriate people where there are problems with the data/information		6	0	6
	PC5. carry out rule-based analysis of the data/information, if required		25	0	25
	PC6. insert the data/information into the agreed formats		13	0	13
	PC7. check the accuracy of your work, involving colleagues where required		6	0	6
	PC8. report any unresolved anomalies in the data/information to appropriate people		6	6	0
	PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time		6	0	6
		Total	100	25	75
7. SSC/N9005 (Develop your knowledge, skills and competence)	PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence	100	10	0	10
	PC2. identify accurately the knowledge and skills you need for your job role		10	0	10
	PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs		20	10	10
	PC4. agree with appropriate people a plan of learning and development activities to address your learning needs		10	0	10
	PC5. undertake learning and development activities in line with your plan		20	10	10
	PC6. apply your new knowledge and skills in the workplace, under supervision		10	0	10

Criteria for Assessment of Trainees

	PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them		10	0	10
	PC8. review your knowledge, skills and competence regularly and take appropriate action		10	0	10
		Total	100	20	80