NICE Challenge Project

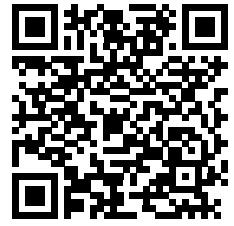## Challenge Submission Report

Submission ID: 114078

Timestamp: 5/23/2024 11:30 PM UTC

Name: Colin Choquette

Challenge ID: 132

Challenge Title: Basic Server Maintenance and Cleaning [NG]

Scenario

Several of our employees have been complaining about computers not functioning properly and in turn causing a negative effect on work productivity. I've come to the conclusion that DASwebs is in need of a regular maintenance plan. This plan needs to cover basic maintenance that will be ran often as well as more thorough maintenance that will be done less frequently. You will create a detailed guide as to what types of maintenance will be done and maintenance scheduling. If accepted, your guide will be what we have interns using to conduct said maintenance.
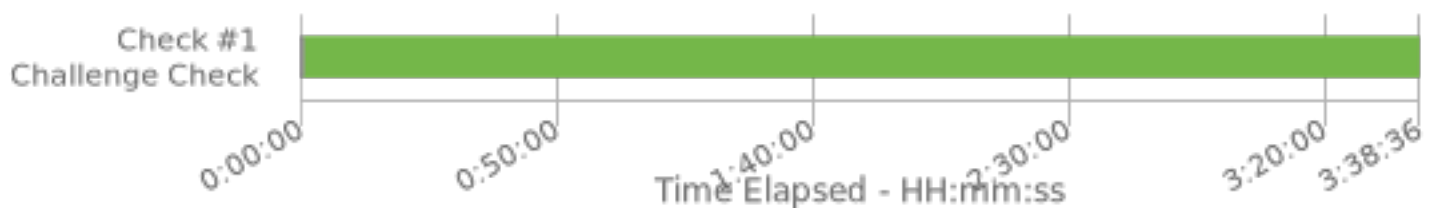
Duration

3:38

Full Check Pass

Full: 1/1

Final Check Details

✔ Check #1: There are no checks for this Challenge.

Specialty Area

Systems Administration

Work Role

System Administrator

NICE Framework Task

T0435 Conduct periodic system maintenance including cleaning (both physically and electronically), disk checks, routine reboots, data dumps, and testing.

Knowledge, Skills, and Abilities

• K0053 Knowledge of measures or indicators of system performance and availability.

• K0064 Knowledge of performance tuning tools and techniques.

• K0103 Knowledge of the type and frequency of routine hardware maintenance.

• K0289 Knowledge of system/server diagnostic tools and fault identification techniques.

• S0143 Skill in conducting system/server planning, management, and maintenance.

• S0144 Skill in correcting physical and technical problems that impact system/server performance.

• S0153 Skill in identifying and anticipating system/server performance, availability, capacity, or configuration problems.

• S0159 Skill in configuring and validating network workstations and peripherals in accordance with approved standards and/or specifications.

Centers of Academic Excellence Knowledge Units

• Cybersecurity Planning and Management

• IT Systems Components

• Life-Cycle Security

• Operating Systems Administration

• Operating Systems Concepts

• Operating Systems Hardening