

ACS RECOGNITION OF PRIOR LEARNING (RPL) FORM - 2018

This document is required to be completed for all Recognition of Prior Learning (RPL) applications and uploaded as a PDF to the application form.

IMPORTANT NOTICE:

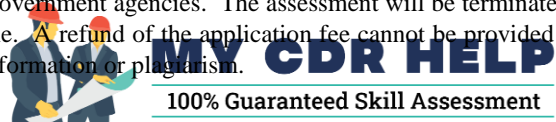
Misleading and false information is viewed as a major breach of ethical behaviour and will seriously jeopardise your migration prospects.

It is your responsibility to indicate when you have drawn on the work of others. Other people's original ideas and methods should be clearly distinguished, and other people's words, illustrations and diagrams should be clearly indicated regardless of whether they are copied exactly, paraphrased, or adapted.

Failure to acknowledge your source by clear citation and referencing constitutes plagiarism. All plagiarism will be assessed as not suitable and reported to the Department of Immigration and Border Protection.

The ACS reserves the right to use software applications to screen your submitted work for matches either to published sources or to other submitted applications. In some cases, you may be asked to submit project reports and other written work submitted with the application for screening by plagiarism detection services.

If at any stage in the assessment process plagiarism is detected, the information may be provided to other Australian Government agencies. The assessment will be terminated and the outcome recorded as unsuitable. A refund of the application fee cannot be provided for cases assessed as containing false information or plagiarism.



Please complete the following 2 sections:

1. The Key Areas of Knowledge – Section 1
2. The Project Report Forms – Section 2

RPL applications are for those applicants who do not hold a recognised tertiary ICT qualification and who have a minimum of 6 years of closely related experience.

This document provides the opportunity for applicants to demonstrate the knowledge learnt throughout their professional experience.

Applicant Name	
Applicant Email Address	
Applicant Date of Birth	DD/MM/YY

SECTION 1 – KEY AREAS OF KNOWLEDGE

Section 1 is based and will be assessed on the following document. Please ensure you read and understand - [The ACS Core Body of Knowledge for ICT Professionals \(CBOK\)](#).

You must clearly explain how your experience and qualifications meet the selected Areas of Knowledge and specifically how and where you acquired the knowledge.

You are required to select one topic from the Essential Core ICT Knowledge (Topic 1 or Topic 2) and one topic from the General ICT Knowledge (Topic 3, Topic 4 or Topic 5).

Please ensure you address at least 2 subtopics from each of the topics chosen.

The ICT Key Areas of Knowledge:

Essential Core ICT Knowledge

Topic 1. ICT Professional Knowledge

Sub Topics are -

- a. Ethics
- b. Professional Expectations
- c. Teamwork Concepts and Issues
- d. Communication
Societal Issues

Topic 2. ICT Problem Solving

Sub Topics are -

- a. Modelling Methods
- b. Processes to understand problems
- c. Methods and tools for handling abstraction

e.

General ICT Knowledge

Topic 3. Technology Resources

Sub Topics are -

- a. Hardware and Software Fundamentals
- b. Data and Information Management
- c. Data Communications and Networking

Topic 4. Technology Building

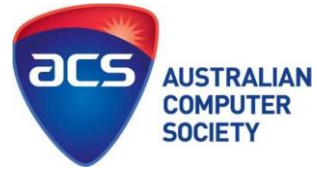
Sub Topics are -

- a. Human Factors
- b. Programming
- c. Information Systems Development and Acquisition



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Topic 5. ICT Management

Sub Topics are -

- a. IT Governance and Organisational Issues
- b. IT Project Management
- c. ICT Service Management
- d. Security Management

Important:

- Identify the Area of Knowledge topic that you have chosen to explain by entering the name of the Area of Knowledge topic in the box.
- Explain, in the expandable typing area, how you have acquired the knowledge and illustrate the depth of that knowledge.
- You should NOT address all sub topics included in the Area of Knowledge in your explanation. Address at least TWO of the sub topics. Enter the sub topic name(s) in the box.
- Be clear and concise in your explanation.
- Limit each explanation to no more than one to one and a half pages.

In the following expandable typing areas, explain how you have acquired your in-depth knowledge in these topic areas through your professional experience.

Essential Core ICT Area of Knowledge:

Topic 1. ICT Professional Knowledge (PK)

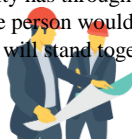
PK1. Teamwork Concepts and Issues

PK2. Communication

How have you acquired this knowledge in your working environment? Illustrate your depth of knowledge.

PK1. Teamwork Concepts and Issues

History shows us that humanity has through the ages attained much more by working together as a collective, achieving more than what one person would be able to do on his/her own. This is also replicated in nature where members of the same species will stand together when facing a threat or danger, proving that team work has better results.



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The working environment has grown in the last 20 to 30 years to become an environment where one person alone cannot create a real noticeable impact. People who know this have achieved unbelievable feats, examples like the late Steve Jobs, Elon Musk and sir Richard Branson to name a few, were/are great team leaders, being able to motivate members of a team to accomplish so much more working together as one unit.

I have been fortunate enough to be part of many different types of project teams, even different areas outside of IT during the past 19 years. With each team member bringing with them a very different set of skills and beliefs, also a diverse way of looking and thinking about a given task or project requirement. This sometimes create conflict, either due to personal ego and the unwillingness to see others point of view, or through a total misunderstanding due to the lack of proper and clear communication.

There were cases where we had to reallocate team member responsibilities, and in one extreme case, move a member to a different department to allow the remaining team to connect and become a unit.

I was fortunate enough to receive personal coaching in a team setup and in my personal capacity throughout the years, and one of the most interesting topic I learned about was the 5 stages of team formation. Something we were really struggling with at the time after merging two very different performing teams into one. The five stages, Forming, Storming, Norming, Performing and then ultimately Adjourning, assisted me and other team leaders in identifying where a team needs to address the issues during these phases.

I participated where simple ideas were being thrown around, turning into brainstorming and finally delivering a solution to requests that seemed impossible to begin with. Where team members motivated each other to push through tough times when they thought they reached the limit of their abilities and setting a new personal benchmark in what they are capable of doing.

With every project team, whether the project itself was successful or not, I tried to learn a bit more from the team's diversity and way of thinking. A way to acquire a new skill and perspective. Learning something new, allowing me to grow and become a little bit better than before, either as a person or in what and how I do things, sometimes, in

both.

PK2. Communication

Communication is one of the first starting points of mankind I believe, with pictures being drawn to first record and later rely as to what is required, changing into letters, numbers and language. So we have evolved into beings communicating with each other on consistent basis, relaying information amid each other.

Within IT, technology is constantly changing, evolving and becoming more complex, day after day. Without proper communication between the team of people developing the technology, the product would not be able to complete its development. So, when the team is deploying and supporting the technology, if there is no proper communication between them and the consumers of that technology, especially when issues/problems arise with the product, the product would not be used and ultimately fail.

IT technologies have grown into a presence currently in our lives as never seen before. This would not have been possible if IT technology companies did not properly communicate with each other and their consumers.

In my current field, with different IT technologies implemented to serve, most of them are dependent on each other, and with various support personnel administering these systems. If there were no clear communication between our team members on each system and its requirements, these systems would stop working at a certain point in time due to failure in the eco system. Either due to network congestion or no connection at all. A lack in storage space or IO required, or the limitation of performance due to systems competing for resources.

When I started, systems were mostly standalone, performing a set task and if it failed or performed badly, that service alone would be affected, with one person taking the responsibility. Virtualisation has changed the scope of things and has tied so many different systems onto one that there is a great dependence on each other. That is why we know it is so important for system owners to constantly communicate with each other and to keep each other in the loop of planned system changes.

Communication among various teams in IT, including ours, needs to be clear, and all requirements correctly stipulated, with the priority of these requirements noted. It has happened where I was involved in a project where the full scope of requirements were not fully defined, and we ended up doing work that was never requested. On other project the priority was never stated, and due dates were already missed in the planning phase alone.

Awareness and constant feedback as a means of communication can be an ally. A big internal project we did ran behind schedule due to circumstances out of our control, but due to constant communication with all stake holders involved, including the userbase, we were able to complete the project behind schedule, with no losses. Due to the awareness/communication all parties involved took necessary steps to absorb or work around the delay.

General ICT Area of Knowledge:

Topic 1. ICT Management (IM)

Sub Topics are -

- a. IT Project Management
- b. Security Management

How have you acquired this knowledge in your working environment? Illustrate your depth of knowledge.

IT Project Management

Project Management is also something that developed and changed a lot over the past few years and especially in IT. Unfortunately, one of the biggest things I believe that make IT Project Management difficult is the uncertainty of timelines and risk when taking on something that has no baseline to be measured on.

I and some of my colleagues, still run into scenarios were something needs to be done or implemented that was not done before and time lines need to be established. The problem is systems do not always play nice and could either work 100% the first time or make you work every minute to the end.

Where possible I would first request we run a proof of concept or small pilot project to determine the total effort required for the actual project. This helps in better planning of the project and allow more accurate times and costs for the actual project. We have had external parties give through timelines on projects that they implemented and then missing the deadlines due to unforeseen or untested events.

Every member of our IT team gets a chance to run with his/her project and use the rest of the team as resources. This helps all in understanding the importance and requirements when working with projects.

Security Management

My philosophy was and still is to only allow the bare minimum. This is not always the easy road and sometimes takes a lot more planning, testing and getting frustrated but worth it in the end. Even if you must stand your ground forcing 3rd parties developing software to make their solutions work the way you know is most secure.

I headed the IT section of the group company's governance guideline enforcement for a year, giving training and awareness on what was required for us and affiliate companies.

From there I moved on as team leader in our Microsoft environment, assisting with system security planning and enforcement. I also headed and was responsible for security changes on our Active Directory and Group Policies. Finding ways to get systems to work when locking them down and reducing user support calls due to limited rights on desktop/mobile systems. Security discussions has become a natural part of every topic discussion or project that we undertake.

SECTION 2 - RPL PROJECT REPORTS

A project report is a clear written description of a project or engagement that provides you with the opportunity to show how you perform as an ICT Professional.



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Each report is to relate to a significant project or engagement that you undertake during your professional ICT career. [100% Guaranteed Skill Assessment](#)

The purpose of these reports is to enable you to demonstrate your command and implementation of the Areas of Knowledge described in Section 1 of this application.

Please Note: You are required to provide two project reports.

Of the two reports, one must apply to a project undertaken within the last three years, and the other for a project within the last five years.

Projects over two years long may be used for both reports under either of the following conditions:

- The project has clearly-defined work efforts which took place in parallel, each with their own solution development and design activities and their own deliverables.
- The project had clearly-defined phases that were executed in succession, each with its own solution development and design activities and deliverables. Note that a second project phase that constructs and implements the solution developed by the first phase does not meet this requirement.

Depending on the nature of your role in each project, the Project Report should cover an appropriate selection of factors.

Appropriate factors will be determined based on the type of ICT project selected. Possible factors include:

- System Analysis and Design and Software Engineering methodologies used;
- Contribution to the processes involved in the design and implementation of enterprise-wide computing systems;
- Programming languages, design paradigms and implementation procedures adopted;
- Database and/or file design and management techniques employed;
- Network topologies, including size, distribution and security facilities installed;
- Project Management and quality assurance techniques followed;
- Internet application design, including database interactivity and security measures implemented;
- ICT managerial activities, demonstrating the nature and extent of responsibilities

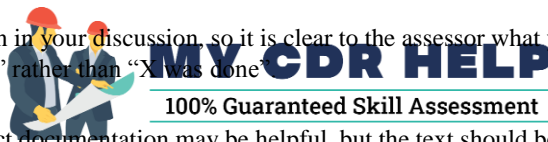
Project Summary:			
	Project Name	Start Date	End Date
Project 1	Solution for Security of Network & Server		
Project 2	Network Setup for Campus Area		

Instructions

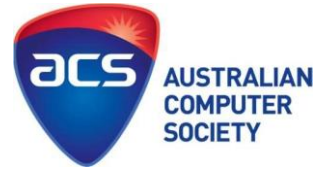
The following pages provide a template for your reports.

When writing your reports please provide your own thoughts – do not just copy project documentation.

Please use the first person in your discussion, so it is clear to the assessor what you did versus what others did – say “I did X” rather than “X was done”



Diagrams from the project documentation may be helpful, but the text should be in your own words. Please ensure that diagrams are relevant, readable, and help the assessor to understand what you did as a member of the project team.



If sections of the Project Report template (see below) are not relevant to your participation in the project, then leave the section blank.

Focus on quality rather than quantity. Each Project Report should be no more than four or five pages in length.

SPECIAL NOTE:

By submitting this RPL Knowledge and Project Report form as a component of your ACS skills assessment application, you agree with the following statement:

The applicant confirms that the explanation of their knowledge and project reports submitted in this application truthfully and accurately describe the applicant and the applicant’s personal involvement in the projects. The applicant is aware that plagiarism by the applicant will automatically invalidate this application, will jeopardise any future applications from the applicant and will be reported by the Australian Computer Society to the Australian Department of Immigration and Border Protection.

Project 1: Solution for Security of Network & Server

1. Project Summary

1.1. Identification

Client’s Company Name		
Business Address		
Contact Numbers		
Web Address		
Email Address		
Nature of project		
Location of project		
Name of your employer		

1.2. Duration

	From	To
Total project duration		
Your involvement		

1.3. Resources



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	Number
Your team size	
Total project team size	

1.4. Personal Involvement

Please list the phases of the project in which you were personally involved

Start	Completion	Phase Description
		Analyze Needs
		Designing of the Logical Network
		Designing of the Physical Network
		Network Tuning & Adjustment
		Execution and Testing
		Support after Employment of Solution

1.5. Describe your role(s) and responsibilities in the project.

On this project my main responsibilities were following;

- Using customer's tools pathway and screen networks
- Acclaim harvests for cultivating the network safety that are to be part of corporation's IT strategies
- Network security flawless audit
- To elevate management; execution of network & configurations for relative improvement
- Uphold occasion logs and occurrence reports and associate them respectively
- Advance in establishment of Standard Operating Procedures for the security of network management
- Establish tactics for healthier management & administration
- Uplifting verification arrangements by engaging encryption and digital signs
- Enterprise and organize Local Area Network & WAN and VoIP networks
- Secured Email and web protections system
- Enterprise and establish data retrieval and backup schemes if data is lost
- Establish and uphold I.S.A server
- Establish, uphold & maintain servers platforms
- Establishment of state of the art Firewall for the network

2. Business Opportunity or Problem

2.1. Describe the business opportunity or problem(s) this project addressed.

The organization was establishing new offices in multiple locations and wanted to add them into the organizations network. It was evident to expand the existing network and increase the network security. Secure email access was needed to be given to the office users in the sub urban areas. Prime focus was to eradicate the fact that the network traffic is interrupted and to make it secure at such level that no one can sneak into the system and steal the sensitive data.

The project was a tough case since the it was needed to enhance the security of the network and provide access to number of new employees. For this instance, some of the points to be concentrated on were

- Establishment of hosts/servers inside the network
- Proper choice of software
- Proper choice of hardware
- Choice of safety guidelines and encryption approaches
- Strong division of diverse security sectors and suitable rules for respective precinct
- Strategic organization of all products and their respective components

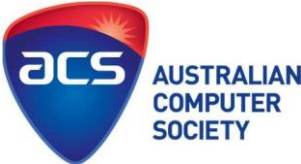
Some of the glitches and snags confronted by us were

- Security of network from cyber attacks
- Security of Servers
- We also had to contain the damage from compromised systems carrying malicious data
- Malicious data already existing was tough to deal with and clear without damaging the servers and respective important data

- It was needed to lower the network down time and establish highly secure environment for the admins

3. Solution

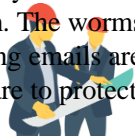
3.1. Discuss your contribution to the solution, project or engagement.



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My Contributions for this project were

- I established and gave ideas for network access procedures, network cable structural flow diagram & for firewall setup.
- Establish highly trusted network security system
- Management of the entire network project
- As a project team lead I did research for best equipment procurement, selection and study of the respective technologies. I selected branded products with latest firmware and with easy operatable functions for the lower administration staff. During installations there were some configuration conflicts; I sorted out the issues and did setup as per client specific needs.
- I placed the O.W.A Servers within the inner sector of firewall and placed the I.S.A Server in the sector called D.M.Z. I configured the SSL-bridging to comply with encryption & high levels of security. I enhanced the security to avail SSL certificate. This aided in increasing the entire security parameters of the system.
- After getting all the need approved by the management I designed the logical-network topology. During this I studied numerous parameters such as redundancy, speed and security of the network. I mapped each application withing the consistent firewall security sector. This ahelped in displaying the management security settings and access firewall options for each application.
- Outlook web admission had additional thought-provoking matters as these servers are multifaceted software & it requires sweat of the brow to safeguard it against virus attacks. Nowadays email is still the most eminent source of virus exposure for the network system. The worms and viruses can easily spread through email. Issue ascends when incomming emails are not checked thoroughly for any sort of virus. I installed required software to protect any email based virus intrusion.



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Following actions were suggested by me to secure the Exchange-Server;

- IIS is secured since it will be needed by Outlook web admittance.
- OWA is implemented to give access to the user in windows authentication system
- To elevate level of security; windows certificate services was used
- I suggested to use SSL-Channel to enter OWA. This will help in zero interaction or interception with exchange-server.
- As per need the POP services were permitted
- Any email service not currently used will be eradicated from the system.
- Since ISA server is designed to stop any traffic; only those protocols were created which can pass the ISA Server for security reasons. All the other protocols were blocked accordingly.
- I allowed only HTTP rules during site establishment.
- I suggested to install I.S.A server in integrated method to get maximum performance for firewall activity and proxy competences.
- I did setup of logs for their regular audit

3.2. Describe any design or problem-solving methods you used on this project.

I Used following design methodologies;

- Based on my experience I selected the most recent practice called Top Down Design. The exclusive reason of selecting this design was that this procedure emphasizes on the management needs.
- It also emphasizes the operator's desires for the network submissions and amenities
- It simplifies the vivacious forthcoming necessities to be sorted and accounts for the advancements when obligatory.
- One of the promising property of Top Down process is that it addresses all the user needs in a precedence method
- The system examines the business's requirements from an advanced level
- The system is grounded on the needs and desires and by implying these details the solution is adequately designed

3.3. List the major deliverables of the project that you were responsible for or contributed to.

Major Deliverable were

- Congregation & Barring the necessities
- Receiving the scheme possibility
- Scheming the safety architecture passably
- Network security employment
- Securing Exchange Server properly
- Implementing safe and influential Fire-wall
- Safety of the internal Web-mar



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The project helped in establishing secured network with ZERO tolerance for any malicious virus.

4. Results

4.1. Was your solution implemented? If so, describe the role, if any, you had in the implementation.

Yes, solution was realized and is even today being successfully used. The system was entirely my brainchild and I performed most of the tasks i.e. from primary analyses to the development of end solution. I played most important & critical role in this project. Since I was Lead Computer Network & Systems Engineer; I was responsible from the start for the entire solution success.

4.2. Assess the overall success or failure of the project.

Project was efficacious, and management was quite contended with the product. Solution was realized well before deadline and I ws successful in completing the task within the allocated budget.

4.3. Lessons Learned

In retrospect, what you might have done differently on this project?

In this project I studied the necessities, recognized them and got them acknowledged from the management beforehand initializing the network appropriate design. I carried out thorough reviews from the management at diverse phases of the project development. This project helped me in elevating my skills like project planning, designing, budget costing & lessening of re-working.

I erudite that, there are permanent relationship amid security and comfort of management in these types of dispositions. As a network engineer it is our charge to teach the end user about the jeopardies involved in eliminating some security topographies.



Project 2: Network Setup for Campus Area

5. Project Summary

5.1. Identification

Client's Company Name		
Business Address		
Contact Numbers		
Web Address		
Email Address		
Nature of project		

Location of project	
Name of your employer	

5.2. Duration

	From	To
Total project duration		
Your involvement		

5.3. Resources



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	Number
Your team size	
Total project team size	

5.4. Personal Involvement

Please list the phases of the project in which you were personally involved

Start	Completion	Phase Description
		Obligation and Needs check
		Necessities locking & Contract Validation
		Development of the project flow and job assignment
		Scheming the Logical Network
		Physical Network Design
		Hardware Installation
		Network Employment and Authentication
		In-House Testing & End User Experience
		Delivery and Upkeep stage

5.5. Describe your role(s) and responsibilities in the project.

My role in this project was Network Engineer (Project Head). The project was about setup of Network throughout the campus. My roles & responsibilities were;

- I did prerequisite analysis & synchronized with the management, administration officers & end users.
- Did brainstorming for offering state of the art solution
- I presented the solution to the higher management and the department associated with the project
- I prepared and drafted the project documentation and contract papers for signing
- I drafted the project work plan and work allocation flow chart for the team. I also worked in establishing the network logical topology
- Established network physical activation diagram
- I prepared installation recommendation book for easy working execution by the team. It accompanied the cabling flow chart and its parameters of installation.
- I researched and finalized in congregation with my team the best and state of the art hardware for this project.
- I also gave suggestions for Network routers placement, network range extenders and LAN location along with Hubs installation etc.
- I established and attained Campus wide area network through Local Area Network Integration
- I used latest test and measurement equipment to validate the network performance & its attributes.
- I steered the end user Network operations test and satisfied their concerns and custom needs.
- I also led the project handover session to the end user
- I was responsible to provide End User Training and after installation support

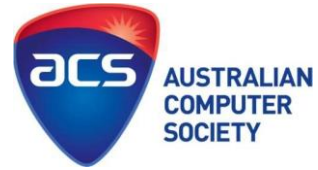


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6. Business Opportunity or Problem

6.1. Describe the business opportunity or problem(s) this project addressed.



The company wanted to expand and relocate the Research & Development department into a new building out of the current campus. The new campus was established, and its IT requirements were discussed for basic networking setup. The management required same state of the art networking facilities in the new campus as that of the main campus building.

The major project deliverables were;

- Seamless internet facility for the new campus building
- Flawless networking system was established for dependable resource sharing with the main campus
- We managed to interconnect all the floors of the new campus with the host for seamless data sharing
- We established and installed parallel internet system exclusively for the wireless equipment like mobile phones and notebooks.
- New network in the campus was installed with state of the art firewall and virus protection software
- The network was easily extendable and upgradable
- For any visitor a separate channel of network for available which had no connection with the main stream network

7. Solution

7.1. Discuss your contribution to the solution, project or engagement.

My contribution towards the project

- I was well synchronized with the management for gathering the project needs and perception. I discussed all the parameters with my Network Admins and Architects
- I drafted the Scope document for the Networking project and wrote about the most suitable solution and its implementation methodology
- I presented the solution to the management and got the go ahead after convincing them for this solution based on facts
- I drafted the flow chart of the project from initiation till handover
- I drafted the work allocation chart for management approval and later assigned different duties to the team members as per their expertise and exposure
- I designed & prepared the physical layout plan of the network solution including cabling diagram and drafts. I presented this to my team members and asked them to find any issues, snags and glitches and rectify them as soon as possible.
- I selected best hardware for Network after some tiring comparison of the manufacturers. I went for CISCO hardware since it's the best and most reliable system yet available in the market
- I shaped a L-2 network strategy with dissimilar VLANs and shaped an I-P Plan with I-P subnet apportionment for VLAN's.
- I lead the overall Network common things installation and their validation procedure. I directed the installers at each phase for any error omission & rectification. I also configured the newly installed Routers and LAN and integrated them with the Campus Wide Network of the main campus building. After complete installation I tested every parameter of the Network and removed any bug if found.
- I did the Networking main products setup and placement e.g. routers and range

extenders.

- I conducted End-User Experience session to check the working of the new system. The main operators were quite contented afterwards.

7.2. Describe any design or problem-solving methods you used on this project.

I noticed after installation that some network users had non-isolated standard connections. I provided configuration and setup work for these connections and resolved the issue.

As the project intricate formation of dissimilar network slices and each having its joining necessities, I comprehended that a very organized and lined tactic was needed for this solution. For this purpose, I used Top-Down methodology for this project employment. The methodology worked but at final phase some functions didn't worked for us in this project. The reason was that these functions were not given weightage during business analysis of the project. These functions were bypassed by my team and we sorted the issues with a parallel system providing same functionalities without meddling with the main frame Network. Me and my team was highly regarded for this parallel system and its seamless performance.

7.3. List the major deliverables of the project that you were responsible for or contributed to.

Major deliverables for whom I was responsible of were;

- Establishment of crystal clear Project Work Scope detailing every aspect of the project
- Design & layout plan of the physical aspects of the project
- Logical design of the Network
- Configuration of the related hardware
- Configuration of Local Area Network and Network card installation in each computer
- Campus Network attainment through LAN incorporation
- Safety and security of Network from cyber attacks
- Network setup to suit any future enhancements
- Selected CISCO network hardware based on cost effectiveness and reliability.

8. Results

8.1. Was your solution implemented? If so, describe the role, if any, you had in the implementation.

The project-solution was realized efficaciously. The end user was contented with the recital of the network working topology. I was leading the project as well as executing my network linked responsibilities. I played key role in each phase of this project completion.

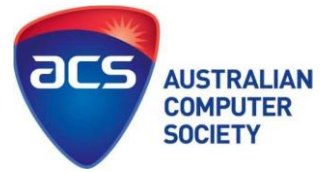
8.2. Assess the overall success or failure of the project.

The project was a massive success and it elevated my management skills as well as my technical skills. The project also helped me in doing research for the hardware selection and cost negotiations. My management was quite satisfied with my performance.

8.3. Lessons Learned

In retrospect, what you might have done differently on this project?

I managed every stage of the project and became aware of problem solving activities which were more complex than I have encountered earlier. I executed all my duties diligently and elevated my performance in every sector of the job.



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