



CONTEST DESCRIPTION

IT Network Systems Administration

POST-SECONDARY

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1 THE SKILLS FOR SUCCESS FOR CAREERS IN THE SKILLED TRADES AND TECHNOLOGY

In response to the evolving labour market and changing skill needs, the Government of Canada has launched the new Skills for Success (*former Essential Skills*) model defining nine key skills needed by Canadians to participate in work, in education and training, and in modern society more broadly. SCC is currently working with Employment and Social Development Canada (ESDC) to bring awareness of the importance of these skills that are crucial for success in Trade and Technology careers. Part of this ongoing initiative requires the integration and identification of the Skills for Success in contest descriptions, projects, and project documents. The next phase and very important aspect of our Skills for Success (SfS) initiative is to provide a *Skills Report Card* to each competitor at the Skills Canada National Competition. The purpose of the report card is to inform the competitor about their current level of nine identified Skills for Success based on their competition scores. With this knowledge, the competitor will be made aware which skill may require improvement. Full implementation is expected in the next Skills Canada National Competition. The following 9 skills have been identified and validated as key skills for success for the workplace in the legend below:

¹Numeracy, ²Communication, ³Collaboration, ⁴Adaptability, ⁵Reading, ⁶Writing, ⁷Problem Solving, ⁸Creativity and Innovation, ⁹Digital

These Skills for Success have been identified in section 2.4 and/or 3.2 (to be completed by SCC) of your Contest Description and if applicable, in your Project and supporting documents.

2 CONTEST INTRODUCTION

2.1 Description of the associated work role(s) or occupation(s)

https://www.skillscompetencescanada.com/en/skill_area/it-network-systems-administration/

2.2 Purpose of the Challenge

To evaluate each competitor's skills and to recognize excellence and professionalism in the field of IT network systems administration.

2.3 Duration of contest

12 hours, over 2 days

2.4 Skills and Knowledge to be tested

The competition evaluates a competitor's knowledge of computer and network hardware, and systems administration of Windows and Linux operating systems.^{7,9}

Skills for Success – ⁷Problem Solving, ⁹Digital

3 CONTEST DESCRIPTION

3.1 List of documents produced and timeline for when competitors have access to the documents on the Skills/Compétences Canada website.

DOCUMENT	DATE OF DISTRIBUTION
Release of Reference Architecture Documents	February 2024

3.2 Tasks that may be performed during the contest.

3.2.1 Skills for Success

- Create, interpret and modify textual and graphical documentation⁵
- Calculate and apply to a network, an IPv4 and/or IPv6 addressing scheme using subnetting and/or Variable Length Subnet Mask (VLSM)^{1,7}
- Troubleshoot hardware and/or software issues with network and/or desktop configuration^{7,9}
- Implement, verify and troubleshoot networking device security⁷
- Design a network solution based on a User Requirements document⁷

3.2.2 Technical Communications^{2,6}

- Discuss and justify reasons for implementing technical solutions
- Articulate how and why a technical solution was applied
- Provide written communication on root causes
- Provide recommendations to improve infrastructure

3.2.3 Hardware setup and initial configuration⁹

- Identify, install and test hardware components
- Troubleshoot hardware failures⁷
- Install and configure virtual machines
- Use disk, system, and file management tools
- Prepare and manage disk volumes including redundancy

3.2.4 Cyber-Security^{1,5,7}

- Utilize third party software to capture network packets
- Analyze logs to determine vulnerabilities
- Configure and hardening of network and desktop equipment
- Identify, and mitigate the effects of malware using third party software

3.2.5 Networking^{7,9}

- Implement, verify, and troubleshoot Local Area Network (LAN), Wide Area Network (WAN), Network Address Translation (NAT) and wireless networking services

- Implement, verify, and troubleshoot IPv4 and IPv6 routing protocols including Routing Information Protocol (RIP), Border Gateway Protocol (BGP), and Open Shortest Path First (OSPF), on Layer 3 devices
- Implement, verify, and troubleshoot route distribution and route summarization
- Implement, verify, and troubleshoot spanning-tree operation
- Implement, verify, and troubleshoot ether-channel operation
- Implement, verify, and troubleshoot Virtual Local Area Networks (VLANs) and inter-VLAN communications and protocols
- Implement, verify, and troubleshoot access control lists (ACLs) for IPv4 and IPv6
- Implement, verify, and troubleshoot port security
- Implement, verify, and troubleshoot Virtual Private Network (VPN) tunnels
- Implement network monitoring and make decisions based on gathered data ⁷
- Implement, verify, and troubleshoot IOS images and licensing
- Implement, Verify, and troubleshoot First Hop Redundancy Protocols (FHRP)

3.2.6 Windows Server Operations⁹

- Configure Domain Name System (DNS), Dynamic Host Control Protocol (DHCP), and Active Directory (AD)
- Create and perform maintenance of Active Directory objects
- Configure, verify, and troubleshoot infrastructure services and roles
- Delegate administrative roles
- Implement and verify Group Policies
- Manage server security, including windows firewall
- Perform data provisioning (i.e. shared resources, offline data)
- Perform and verify backups and restores
- Enable and configure remote management
- Manage Internet Information Service (IIS) services
- Automate tasks using batch files and PowerShell scripts
- Perform automated server or workstation deployment
- Manage Active Directory infrastructure
- Deploy, manage, and make use of Active Directory Certificate Services
- Manage Server upgrades or migrations including Active Directory services
- Perform virtual machine creation and management tasks using Hyper-V
- Monitor the performance and health of Hyper-V-hosted virtual machines

3.2.7 Linux Server Operations⁹

- Application package management, including custom package sources
- Configure and manage network and local storage devices and their respective file systems including RAID

- Set and modify file and directory permissions, special permissions, and ownership
- Perform and verify backups and restores
- Monitor and troubleshoot network activity and services⁷
- Perform remote management
- Create, modify, and use shell scripts with BASH
- Create, modify, and delete user and group accounts
- Perform job scheduling
- Manage and troubleshoot HTTP, and FTP services⁷
- Manage runlevels and system initialization from configuration files
- Configure and verify system security
- Configure server-based network services (e.g., Domain Name Service [DNS], Dynamic Host Control Protocol [DHCP], Server Message Block [SMB])
- Set up environment variables; set process and special permissions
- Implement security auditing for files and authentication
- Set up user-level security, such as LDAP and NIS
- Configure user access security with Pluggable Authentication Modules [PAM]
- Perform server security tasks using Linux-based software tools
- Setup and configure server monitoring tools (e.g., Syslog / SNMP)
- Implement email routing systems (e.g., postfix, send mail)
- Install system certificates for application use
- Perform virtual machine creation and management tasks using KVM
- Monitor the performance and health of KVM-hosted virtual machines

Skills for Success – ¹Numeracy, ²Communication, ⁵Reading, ⁶Writing, ⁷Problem Solving, ⁹Digital

4 EQUIPMENT, MATERIAL, CLOTHING

4.1 Equipment and material provided by Skills/Compétences Canada

- Suitable computer hardware
- Cisco Packet Tracer Software (latest version)
- Virtualization software
- Current version of Windows Server (2019 or later) including both *Desktop Experience* and *Core* editions
- Current version of Windows (10 (21H1) or later)
- Current version of Ubuntu (22.04 or later)
- Pen and paper

COMPETITORS WILL BE REQUIRED TO USE THE MATERIAL AND EQUIPMENT PROVIDED BY SCC. ALL OTHER MATERIAL AND EQUIPMENT WILL BE REMOVED FROM THE SKILL AREA.

4.2 Equipment and material provided by the competitor.

- Pen and Paper

4.3 Required clothing provided by the competitor.

- Competitors must be dressed as appropriate for an office environment.

5 HEALTH AND SAFETY

5.1 Safety program

SCC has implemented a comprehensive safety program as health and safety is an integral part of our competitions. Our safety program includes guidelines and procedures to make the work environment in each skill area safer.

5.1.1 Safety manual

As part of our program a safety manual has been created to monitor and document health and safety within each skill area. It includes a definite plan of action designed to prevent accidents. The safety manual will be provided for every skill and these instructions must be followed and respected by all participants and officials at the SCNC.

5.1.2 Safety workshop

During orientation, Competitors will participate in a Safety workshop and they will be expected to work and maintain a safe working area during the competition. Any Competitor breaking any health, safety, and environmental rules, may be required to undertake a second safety workshop, this will not affect the Competitor's competition time.

5.2 List of required personal protective equipment (PPE) provided by Skills/Compétences Canada

- n/a

5.3 List of required personal protective equipment (PPE) provided by the competitor.

- n/a

6 ASSESSMENT

6.1 Point breakdown

Note: This list is subject to change.

TASKS	/100
Network Troubleshooting	50
User and Server Troubleshooting	50

7 CONTEST SPECIFIC RULES

Contest specific rules cannot contradict or take priority over the Competition Rules. They do provide specific details and clarity in areas that may vary from contest to contest. Any additional contest rules will be reviewed during the competitor orientation.

TOPIC/TASK	CONTEST SPECIFIC RULE
Use of technology - personal laptops, tablets and mobile phones	<ul style="list-style-type: none"> Competitors are not allowed to bring USB/memory sticks into the skill area. Apart for the section on Linux, competitors will not have access to Internet during the competition. Competitors are not allowed to bring personal laptops tablets or mobile phones into the skill area.
Source file/notes	<ul style="list-style-type: none"> Competitors are not allowed to bring notes into the skill area. All notes made at the Competitor workstation must remain on the Competitors desk at all times. No notes may be taken outside of the skill area.
Equipment failure	<ul style="list-style-type: none"> In the occurrence of equipment failure Competitors must notify the National Technical Committee (NTC) immediately by raising their hand. NTC members will take note of the time that the Competitor is not able to make use of their equipment. Any time lost due to equipment failure will be provided to the Competitor at the end of the standard Module time. No additional time will be granted for work not saved prior to the equipment failure.
Breaks	<ul style="list-style-type: none"> No extra time will be given to Competitors who stop work during competition time to go to the bathroom or for those who break for a food and/or drink. When time is completed, all Competitors must stop all work on their computer immediately.
National Technical Committee (NTC) room	<ul style="list-style-type: none"> Competitors are not allowed to enter the National Technical Committee meeting room in the skill area

8 ADDITIONAL INFORMATION

8.1 Interpreter

If a competitor requires the help of an interpreter once onsite during the competition, the Skills/Compétences Canada Provincial/Territorial offices must advise Skills/Compétences Canada National Secretariat a minimum of 1 month prior to the competition or this service may not be guaranteed.

8.2 Ties

- Tiebreaker #1: The competitor with the highest score in the System Support & Troubleshooting module will be declared the winner.
- Tiebreaker #2: The competitor with the highest score in the Networking Infrastructure module will be declared the winner
- Tiebreaker #3: The winner will be determined by the Linux module.

8.3 Competition rules

Refer to the competition rules of the Skills Canada National Competition which can be found on our website.

9 NATIONAL TECHNICAL COMMITTEE MEMBERS

MEMBER ORGANIZATION	NAME
Newfoundland and Labrador	James Pelley – Chair
British Columbia	Andrew Mueller – Co-Chair
Ontario	John Ulakovich
Manitoba	Gursharn Wander
Alberta	Gerald Chung
Prince Edward Island	Donnie MacKinnon
Saskatchewan	Heath Armbruster

Contact the Skills/Compétences Canada national secretariat for any questions or concerns: Nathalie Maisonneuve (nathaliem@skillscanada.com).