



Australian Government

ICTTEN405 Install configuration programs on PC based customer equipment

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to install software on customer equipment, including digital home integration, security, voice over IP (VoIP), internet protocol television (IPTV), radio frequency identification (RFID), wireless networking and home automation.

It applies to individuals working as field officers, technicians or technical supervisors for telecommunications carriers, contractors or other service providers.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Telecommunications – Telecommunications Networks Engineering

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to install software	1.1 Arrange site access according to required procedure 1.2 Determine the type of customer equipment from the installation plan to prepare software requirements to provide required functionality 1.3 Prepare equipment software configuration specifications to include enhancements in customer requirements and confirm with customer 1.4 Notify customers of proposed software installation

ELEMENT	PERFORMANCE CRITERIA
	1.5 Confirm software compatibility with existing system if required 1.6 Document job software specification
2. Install program and provide secure remote access	2.1 Configure customer specific data according to system specifications 2.2 Install and test system functionality to verify system operational performance following work health and safety (WHS) regulations, manufacturer's specifications and industry standards 2.3 Develop and configure security arrangements and codes for remote access systems in consultation with customer 2.4 Conduct tests to validate security arrangements
3. Undertake administrative tasks	3.1 Save and record configuration program and provide program back-up for contingency use by customer 3.2 Complete administrative tasks and provide a copy of job specification to be securely stored on site following enterprise policy 3.3 Notify customer of job completion and obtain sign-off

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 3.2	<ul style="list-style-type: none"> Recognises and interprets technical and enterprise policy documentation to determine job requirements
Writing	1.3, 1.4, 1.6, 2.3, 3.2, 3.3	<ul style="list-style-type: none"> Uses clear, specific and industry-related terminology to produce and update workplace documentation
Oral Communication	1.3, 1.4, 3.3	<ul style="list-style-type: none"> Participates in an oral exchange with customers and technical staff on technical and operational matters
Numeracy	1.3	<ul style="list-style-type: none"> Uses mathematical formulae to make calculations and take readings for necessary configuration changes
Navigate the world of work	2.2	<ul style="list-style-type: none"> Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements relevant to own work context
Interact with	1.3, 2.3	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with customers in a range of

others		work contexts
Get the work done	1.1-1.3, 1.5, 1.6, 2.2-2.4, 3.1, 3.2	<ul style="list-style-type: none"> • Understands key principles and concepts underpinning design and operation of digital systems and tools, and applies these when troubleshooting existing technology and when seeking to understand the potential of new technology • Determines job priorities, resources and equipment, and works logically and systematically to arrange site access and arrange equipment deliveries • Implements actions according to a predetermined plan, making adjustments if necessary • Takes responsibility for routine decision-making by selecting from a range of predetermined options in routine situations, identifying and taking some situational factors into account • When dealing with complex issues, may use intuition to identify problems, switching to analytical processes to modify activities depending on operational contingencies

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN405 Install configuration programs on PC based customer equipment	ICTTEN4051A Install configuration programs on PC based customer equipment	Updated to meet Standards for Training Packages.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>