



Australian Government

Department of Education, Employment and Workplace Relations

ICAI4030B Install software to networked computers

Release: 1

ICAI4030B Install software to networked computers

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit defines the competency required to plan, manage and support the installation of new or upgrade software to networked computers according to vendor and organisation specifications.</p> <p>The following units are linked and form an appropriate cluster:</p> <ul style="list-style-type: none">• ICAA4041C Determine and confirm client business expectations and needs• ICAD4043B Develop and present a feasibility report• ICAS4023B Provide one to one instruction• ICAS4127B Support system software• ICAS4108B Complete database back up and recovery
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine software requirements	<p>1.1. Identify, clarify and organise software requirements following specified guidelines</p> <p>1.2. Evaluate requirements in line with existing application, operating system, organisational guidelines, corporate purchasing, licensing arrangements and budget</p>
2. Obtain software	<p>2.1. Contact relevant vendors to obtain technical specifications for required software</p> <p>2.2. Assess the options and provide recommendations to appropriate person for final analysis</p> <p>2.3. Determine and record relevant licensing requirements and security issues</p>
3. Install software	<p>3.1. Develop plans, with prioritised tasks and contingency arrangements, for the installation of the selected software to network and networked computers with minimum disruption to client, including the management of existing data</p> <p>3.2. Install and configure the software in accordance with installation procedures, organisational guidelines and plans</p> <p>3.3. Test the installed software and system for error-free performance, identifying and resolving problems</p> <p>3.4. Document the installation and configuration process according to organisational guidelines</p> <p>3.5. Store the software licences and manuals according to organisational guidelines</p>
4. Determine and provide instruction and support	<p>4.1. Identify and document the client instruction requirements</p> <p>4.2. Undertake one-to-one instruction with the client or user in a manner suitable to the audience</p> <p>4.3. Refer group training requirements to the appropriate person</p> <p>4.4. Gather and evaluate client and user feedback to ensure training and support requirements are met</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- Using software packages
- Configuring services on networked computers
- Solving problems related to installation of software
- Evaluation and report writing skills
- Literacy in general and technical workplace documentation
- Solving network problems related to installation of software

Required knowledge

- Detailed knowledge of the system's current functionality
- Broad general knowledge of organisational contracting procedures and responsibilities
- Broad knowledge of organisational security procedures
- Broad knowledge of network linkages
- Detailed general knowledge of relevant configuration procedures
- Broad knowledge of the operating system, with detailed knowledge in some areas
- Broad knowledge of current industry-accepted network protocols
- Broad knowledge of current industry-accepted network hardware and software products

Evidence Guide

EVIDENCE GUIDE	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • Assessment must confirm the ability to ascertain and meet client requirements for installation and upgrade of software. • Assessment must confirm the ability to plan, manage and support the installation of software to networked computers and to sustain network performance according to organisational and technical specifications. Installation and upgrade of software must be across a variety of situations and include unexpected contingencies. <p>To demonstrate competency in this unit the person will require access to:</p> <ul style="list-style-type: none"> • Software to be installed • Networked computers • Organisational guidelines • Live network
Context of and specific resources for assessment	<p>Installing networked software can be complex particularly for specialist areas, such as Linux Terminal Services. Configuration files need to be closely checked for compliance with hardware (e.g. monitors and printers) and other system software. The effective management and support of the software installation process are critical project management tasks in the context of ensuring minimal client disruption and the need for continuing network operation in a business context.</p> <p>The breadth, depth and complexity of knowledge and skills in this competency would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance would be involved when</p>

EVIDENCE GUIDE	
	<p>organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature.</p> <p>Assessment must ensure:</p> <ul style="list-style-type: none"> • Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills would be characteristic. • Applications may involve responsibility for, and limited organisation of, others.
Method of assessment	<p>The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.</p> <ul style="list-style-type: none"> • Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. • Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or

EVIDENCE GUIDE	
Guidance information for assessment	<p>scenario.</p> <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • ICAA4041C Determine and confirm client business expectations and needs • ICAD4043B Develop and present a feasibility report • ICAS4023B Provide one-to-one instruction • ICAS4127B Support system software • ICAS4108B Complete database back-up and recovery <p>An individual demonstrating this competency would be able to:</p> <ul style="list-style-type: none"> • Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts • Apply solutions to a defined range of unpredictable problems • Identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas • Identify, analyse and evaluate information from a variety of sources • Take responsibility for own outputs in relation to specified quality standards • Take limited responsibility for the quantity and quality of the output of others • Maintain knowledge of industry products and services

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

RANGE STATEMENT	
Software may include but is not limited to:	<ul style="list-style-type: none"> commercial software applications; organisation-specific software; word processing, spreadsheet, database, graphic, mail, communication packages and presentation functionalities; nature of licence
Requirements may be in reference to:	<ul style="list-style-type: none"> business system application network people in the organisation
Application	<ul style="list-style-type: none"> May include but is not limited to commercial software applications; organisation-specific software; word processing, spreadsheet, database, graphic, communication packages; and presentation functionalities. May include presentation applications contained in: Microsoft Office, Lotus Suite, Claris Works, Star Office or other similar applications
Operating System may include but is not limited to:	<ul style="list-style-type: none"> Linux 6.0 or above Windows 98 or above Apple OS 8 or above <p>Note: The use of operating system in this unit is in the context of the pre-existing system and may therefore not be current industry version. Preference is for Linux 7.0 or above, Windows 2000 or above, Apple OS X or above.</p>
Appropriate person may include:	<ul style="list-style-type: none"> supervisor teacher authorised business representative client
Network may include but is not limited to:	<ul style="list-style-type: none"> large and small LANs WANs the internet the use of the PSTN for dial-up modems only private lines data voice
Computer may include:	<ul style="list-style-type: none"> laptops workstations

RANGE STATEMENT	
	<ul style="list-style-type: none"> • servers • other devices
<i>Organisational guidelines</i> may include but are not limited to:	<ul style="list-style-type: none"> • personal use of emails and internet access • content of emails • downloading information and accessing particular websites • opening mail with attachments • virus risk • dispute resolution • document procedures and templates • communication methods • financial control mechanisms.
<i>Client</i> may include but is not limited to:	<ul style="list-style-type: none"> • internal departments • external organisations • individual people • internal employees

Unit Sector(s)

Unit sector	Implement
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Co-requisite units

Co-requisite units		

Competency field

Competency field