



Australian Government

Department of Education, Employment and Workplace Relations

ICAI5090B Conduct pre-installation audit for software installation.doc

Release: 1

ICAI5090B Conduct pre-installation audit for software installation.doc

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit defines the competency required to identify and appraise critical pre-existing systems or components prior to the installation of software. Establishing compatibility and interoperability is a key success factor which would be useful undertakings to the purchase of software.</p> <p>The following units are linked and form an appropriate cluster:</p> <ul style="list-style-type: none"> • ICAS5104B Determine maintenance strategy • ICAS5105B Coordinate change requests • ICAS5111B Review and manage delivery of maintenance services • ICAT5081B Perform systems test
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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. Assess compatibility of existing software	1.1. Confirm details of <i>software</i> loaded on <i>client</i> system from actual <i>system</i> and from existing <i>system</i> documentation 1.2. Identify <i>software</i> prerequisites needed for new <i>software</i> 1.3. Confirm minimum customer requirements with technical specifications 1.4. Confirm and assess compatibility issues against installation plan and cost <i>constraints</i> 1.5. Document recommendations on variances, level and <i>software</i> consistency for consideration by <i>appropriate person</i>
2. Confirm interoperability of software with environment	2.1. Confirm that there are no conflicts between the new <i>software</i> and previously installed <i>software</i> and <i>hardware</i> 2.2. Measure the degree of interoperability between <i>software</i> 2.3. Confirm the interoperable functioning of all <i>software</i> involved
3. Assess system capacity to install ordered software	3.1. Obtain details of current <i>system</i> memory, disk, available disk storage, other specific <i>hardware</i> requirements from investigation of actual <i>system</i> and existing system documentation 3.2. Confirm that the <i>hardware</i> prerequisites needed for new <i>software</i> are met, implications noted and minimum requirements identified 3.3. Confirm and assess capacity issues against installation plan and cost constraints 3.4. Document recommendations on variances in capacity for consideration by <i>appropriate person</i>
4. Prepare and distribute audit report	4.1. Document findings, recommendations and impact on project in a manner appropriate for target audience 4.2. Present and distribute the audit analysis report according to organisational standards and procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Problem solving skills for a defined range of unpredictable problems involving participation in the development of strategic initiatives (e.g. when software prerequisites needed for new software are identified, implications noted, minimum requirements confirmed and customer requirements matched with technical specifications, and when capacity issues are confirmed and assessed against installation plan and cost constraints)
- Teamwork skills involving the contribution to solutions
- Report writing skills for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas (e.g. when audit/analysis report is presented and distributed)
- Facilitation and presentation skills in relation to transferring and collecting information and gaining consensus on concepts (e.g. when audit/analysis report is presented and distributed according to company and project procedure).
- Use of system diagnostics and utilities (e.g. when details of current system memory, disk, available disk storage, other specific hardware requirements are obtained from investigation of actual system and existing system documentation)
- Project planning skills in relation to scope, time, cost, quality, communications and risk management (e.g. determining the timeline for the installation of new software and presenting findings, recommendations and impact on project in a clear, concise and timely manner)

Required knowledge

- Detailed knowledge of the system's current functionality (e.g. assessing compatibility of existing software when assessing system's capacity to install ordered software)
- Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge in some areas
- Broad knowledge of the client business domain (e.g. assessing compatibility of existing software)
- Broad knowledge of the role of stakeholders and the degree of stakeholder involvement (e.g. assessing possible effects on the client if the installation does not go according to plan)
- Broad knowledge of quality assurance practices (e.g. when confirming interoperability of software with environment)
- Broad knowledge of risk management (e.g. when preparing and distributing audit report or when testing the new software for compatibility with the old)

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 sufficient ability to guide clients about which specific components are required prior to commencement of installation. Clear recommendations and assignment of responsibility for missing components must be evident. Additionally, the person must be able to determine the impact and risks associated with either continuing or discontinuing implementation. <p>To demonstrate competency in this unit the person will require access to:</p> <ul style="list-style-type: none"> Operational system and system specifications Technical specifications of software to be installed Documentation tools
Context of and specific resources for assessment	<p>Pre-installation planning and audit stages are important to the success of software installation and upgrade projects. Data collected and analyses undertaken through these processes inform the implementation plan by clearly establishing environmental and technical prerequisites and may assist in avoiding costly mistakes in software choice and lost revenue or productivity.</p> <p>The breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and coordination would be characteristic.</p> <p>Assessment must ensure:</p> <ul style="list-style-type: none"> The demonstration of competency may also require self-directed application of knowledge and skills, with substantial depth in some areas where

EVIDENCE GUIDE	
	<p>judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.</p> <ul style="list-style-type: none"> • Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team coordination may also be involved.
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 scenario.
Guidance information for assessment	<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"> • ICAS5104B Determine maintenance strategy

EVIDENCE GUIDE	
	<ul style="list-style-type: none"> • ICAS5105B Coordinate change requests • ICAS5111B Review and manage delivery of maintenance services • ICAT5081B Perform systems test <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 theoretical concepts, with substantial depth in some areas • Analyse and plan approaches to technical problems or management requirements • Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations • Evaluate information, using it to forecast for planning or research purposes • Take responsibility for own outputs in relation to broad quantity and quality parameters • Take some responsibility for the achievement of group outcomes • Maintain knowledge of industry products and services

Range Statement

RANGE STATEMENT	
<p>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.</p>	
<p><i>Hardware</i> may include but is not limited to:</p>	<ul style="list-style-type: none"> • workstations • personal computers • modems and other connectivity devices • networks • DSL modems • remote sites

RANGE STATEMENT	
	<ul style="list-style-type: none"> • servers
<i>Client</i> may be:	<ul style="list-style-type: none"> • a department within the organisation • a third party, so the relationship and ease of access will vary
<i>Appropriate person</i> may include:	<ul style="list-style-type: none"> • supervisor • teacher • authorised business representative • client
<i>Constraints</i> may include but is not limited to:	<ul style="list-style-type: none"> • time • budget • resource • hardware • software • policy • legal constraints
<i>Software</i> may include but is not limited to:	<ul style="list-style-type: none"> • commercial software applications; organisation-specific software, packaged software, in-house or customised software

Unit Sector(s)

Unit sector	Implement
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Co-requisite units

Co-requisite units	

Competency field

Competency field	
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