ICTICT317 Maintain standard operating environments

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Supersedes and is equivalent to ICTICT302 Install and optimise operating system software. Updated title to better reflect unit scope.

Application

This unit describes the skills and knowledge required to configure and monitor standard operating environments (SOEs) in organisations. It includes assessing organisational infrastructure, evaluating SOE deployment methods, and deploying SOEs and applications to end-user devices.

The unit applies to individuals who may work in roles such as support desk technicians, information technology (IT) support engineers, system administrators and SOE engineers who contribute to the maintenance of SOEs.

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

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Assess organisational infrastructure	1.1 Confirm work brief and tasks according to organisational policies and procedures 1.2 Identify existing operating system (OS) functions according to work brief 1.3 Review required SOE improvements according to work

ELEMENT	PERFORMANCE CRITERIA
	brief
	1.4 Determine SOE objectives in consultation with required personnel
	1.5 Analyse centrally managed end-user devices according to work brief
	1.6 Report on required SOE applications, drivers and hardware options according to analysis findings
	1.7 Select required options according to SOE objectives
2. Evaluate SOE deployment methods	2.1 Research OS deployment software and deployment options required in centrally managed end-user devices
	2.2 Compare deployment options according to work brief
	2.3 Identify advantages and disadvantages of compared deployment options
	2.4 Select required SOE deployment method according to organisational system requirements
3. Apply SOE deployment methods	3.1 Select and source required deployment configuration components
	3.2 Configure required SOE and applications on existing operating system user interface
	3.3 Test required SOE deployment onto a centrally managed end-user device according to organisational requirements
	3.4 Apply automatic patching over required network
	3.5 Confirm deployment success and rectify any issues
	3.6 Save and secure systems according to organisational policies and procedures
4. Finalise SOE documentation	4.1 Create SOE deployment plan with scheduled updates and record maintenance measures
	4.2 Obtain and review SOE deployment evaluation from required personnel
	4.3 Seek and obtain deployment plan approval from required personnel
	4.4 Distribute and store approved deployment plan according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

     PwC's Skills for Australia

Skill	Description
Oral communication	• Elicits and evaluates information using OS-related terminology and effective listening and questioning techniques • Uses simple and relevant language to liaise with required personnel, present information and obtain feedback
Reading	• Identifies, analyses and evaluates a range of complex texts and applies the information to OS selection, installation, configuration and SOE deployment • Interprets and comprehends a large range of diagrams, icons, symbols, text, numbers and letters to install and configure SOEs
Writing	• Uses the correct spelling and grammar, clear plain English and systems-related text to document recommendations, plans, schedules, and processes, and to develop feedback tools
Planning and organising	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency
Problem solving	• Identifies and implements solutions for routine problems
Technology	• Identifies the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

Unit Mapping Information

Supersedes and is equivalent to ICTICT302 Install and optimise operating system software.

Links

Companion Volume Implementation Guide is found on VETNet - -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2