



**Australian Government**

# **Assessment Requirements for ICTNWK408 Configure a desktop environment**

**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 1.0.

## Performance Evidence

Evidence of the ability to:

- install and configure a desktop operating system
- attach the desktop to the network
- configure the desktop operating system, including user accounts, file and print services, and security
- perform backup and recovery
- update operating system and software
- monitor and troubleshoot the desktop environment.

Candidates should demonstrate competency in at least TWO different desktop operating systems.

## Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the features of current desktop operating systems, applications, compatibility issues and the resolution procedures
- summarise the configuration requirements of a desktop environment, including:
  - command line interface and scripts
  - controlling the boot process
  - error logging and reporting
  - file naming conventions related to selected operating system
  - network protocols and transmission control protocol or internet protocol (TCP/IP) network connectivity
  - operating systems and their functions, including file system, memory management and process scheduling
  - printer driver and queue management

- process or task management, including process termination
- tools available for remote assistance and administration
- troubleshooting tools and techniques, including network diagnostic utilities
- user account, group and password administration and guidelines for selecting a secure password
- explain file system navigation and manipulation utilities, including:
  - edit, copy, move and search
  - operating system help and support utilities
- summarise relevant work health and safety (WHS) and regulatory requirements for desktop operators.

## Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the network industry, and include access to:

- a site where server installation may be conducted
- relevant server specifications, including:
  - cabling
  - local area network (LAN)
  - diagnostic software
  - switch
  - client requirements
  - wide area network (WAN) service point of presence
  - desktop workstations
- relevant regulatory documentation that affects installation activities.

Assessors must satisfy NVR/AQTF assessor requirements.

## Links

Companion Volume implementation guides are found in VETNet -

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