Australian Government

ICTSAS518 Install and upgrade operating systems

Release: 1

ICTSAS518 Install and upgrade operating systems

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to maintain, install new and upgrade existing operating systems (OS) in a medium to large organisation.

It applies to individuals who apply technical and specialised knowledge to undertake complex support operations.

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

Unit Sector

Systems administration and support

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. Determine organisational help desk procedures	1.1 Review organisation's technical support procedures 1.2 Interrogate help desk system 1.3 Liaise with client
2. Install or upgrade a desktop OS	2.1 Install an OS 2.2 Upgrade an existing OS 2.3 Research and implement automated OS installation techniques and procedures 2.4 Migrate files
3. Manage and	3.1 Configure local resources access

PwC's Skills for Australia

ELEMENT	PERFORMANCE CRITERIA
troubleshoot resource access	3.2 Configure sharing of local resources 3.3 Assign access rights to shared resources
4. Configure and troubleshoot hardware devices and drivers	4.1 Determine and resolve problems with hardware resources 4.2 Research and install appropriate device drivers 4.3 Configure hardware resources 4.4 Configure device drivers
5. Configure and troubleshoot the desktop and user environments	5.1 Construct profiles for users 5.2 Organise shortcuts 5.3 Arrange screen management

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, 2.3, 3.1-3.3, 4.2	• Interprets and analyses a range of textual information and numerical data from a range of technical sources to determine necessary actions
Writing	1.3	• Uses clear and precise information and numerical data in appropriate formats to convey information to clients/users
Oral Communication	1.3	• Uses clear and accurate language to convey technical information to clients/users
Numeracy	1.1, 2.3, 4.2	• Interprets and applies numerical data in source materials relevant to the activity
Interact with others	1.3	• Identifies and uses appropriate conventions and protocols when communicating with clients
Get the work done	1.2, 2.1-2.4, 3.1-3.3, 4.1-4.4, 5.1-5.3	• Accepts responsibility for planning, prioritising and sequencing complex tasks and workload • Uses problem solving techniques to analyse required outcomes to manage client operating systems • Uses digital technologies to manage information and communications technology (ICT) operations

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS518 Install and upgrade operating systems	ICASAS518A Install and upgrade operating systems	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2