



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS518A Install and upgrade operating systems

Release: 1

ICASAS518A Install and upgrade operating systems

Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to maintain operating systems (OS) in a medium to large organisation.

Application of the Unit

This unit applies to those working in the support area who are required to install new operating systems and upgrade existing ones.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

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 troubleshoot resource access	3.1 Configure local resources 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

Required Skills and Knowledge

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

Required skills

- communication skills to interpret technical manuals
- learning skills to maintain knowledge of current industry accepted hardware and software products
- literacy skills to read and interpret manuals and web sources
- planning and organisational skills to plan installations or upgrades in the most efficient manner
- problem-solving skills to solve client OS problems
- technical skills to select, source and use appropriate software and tools based on analysis of technical needs.

Required knowledge

- procedures and techniques involved in the installation and upgrade of OS
- procedures and principles involved in unattended OS installation.

Evidence Guide

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.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: install, upgrade and customise an operating system to user requirements.
Context of and specific resources for assessment	Assessment must ensure access to: - stand-alone or networked personal computers - appropriate OS installation CD or recovery boot discs - drivers for connected devices - help-desk system - OS service packs - appropriate learning and assessment support when required - modified equipment for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - direct observation of candidate upgrading, installing and customising an OS - review candidate's completed call documentation and task documentation - verbal or written questioning to determine candidate's knowledge of OS problems, installs and upgrades.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.

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.

OS may include:	• Mac: • Mac 9 • Mac X • current Windows: • Windows 2000 • Windows 7 • Windows Vista • Windows XP • legacy Windows: • DOS • WIN2000/NT/XP • WIN95/98/ME (Similar to DOS) • Windows 98 • Windows ME • Windows NT 4.0 • WINDOWS VISTA, Windows 7 or current Client OS • Windows 95 • Unix-like operating systems: • BSD and derivations: • FreeBSD • NetBSD • OpenBSD • GNU and Linux • NextStep • Suse Linux • available open source OS.
Profiles may include:	• local profiles • mandatory profiles • roaming profiles.
Screen management may include:	• data projectors • multiple screens • screen frequency

	• screen resolution.
--	--

Unit Sector(s)

Systems administration and support