



Australian Government

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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
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.

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>

Assessment Requirements for ICTICT317 Maintain standard operating environments

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- maintain at least two standard operating environments (SOEs) for an organisation
- deploy SOE and applications to at least one centrally managed end-user device
- create at least one deployment plan for automatic SOE and applications.

In the course of the above, the candidate must:

- review organisational system requirements
- apply required organisational policies and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- methods for configuring and deploying SOEs and applications
- functions and features of deployment plans, including:
 - scheduling updates
 - maintenance measures
- types of automatic deployment components, software and hardware
- functions and features of diagnostic testing software configuration components and equipment
- types of testing procedures for automatic SOE and applications
- key functions and features of centrally managed end-user devices, including:
 - kiosks

- laptops
- desktops
- thin clients
- virtualised workstations
- key operating system (OS) functions used in organisations, including:
 - file systems
 - memory management
 - process scheduling
- types of OS user interfaces and networks
- required types of SOE applications, drivers and hardware options
- methods of identifying SOE limitations and improvements
- types of industry accepted hardware and software for maintaining SOEs and applications
- functions and features of OS functions used in organisations
- functions and features of SOE infrastructure
- types of organisational requirements for OS
- functions and applications of automatic patching
- organisational formats for documentation and reports
- organisational policies and procedures, and legislative requirements relating to work tasks.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- a centrally managed end-user device where SOE deployment is required
- diagnostic testing software, configuration components and equipment
- work brief and organisational policies and procedures required to demonstrate the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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