



Australian Government

ICTNWK408 Configure a desktop environment

Release: 1

ICTNWK408 Configure a desktop environment

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 install, configure and support a desktop or workstation operating system in a networked environment.

It applies to individuals with competent technical skills employed in information and communications technology (ICT) support roles.

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

Unit Sector

Networking

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. Prepare to install a desktop operating system	1.1 Prepare for work according to site specific safety requirements and enterprise work health and safety (WHS) processes and procedures 1.2 Obtain desktop applications and features from appropriate person 1.3 Review required installation options and file systems 1.4 Determine and apply knowledge of licensing, hardware and system requirements 1.5 Analyse data migration requirements 1.6 Backup local data in preparation for installation 1.7 Arrange access to site and advise client of deployment and

ELEMENT	PERFORMANCE CRITERIA
	potential down times
2. Install desktop operating system	2.1 Install or upgrade desktop operating system using appropriate installation or update method 2.2 Install desktop applications according to identified requirements 2.3 Configure network settings to connect workstation to network 2.4 Patch the operating system and applications to ensure maximum security and reliability 2.5 Restore local data to new workstation
3. Configure desktop environment	3.1 Configure hardware devices 3.2 Administer user environment 3.3 Create file and directory structure using appropriate administration and system tools 3.4 Configure access to external data 3.5 Configure desktop applications according to business requirements
4. Operate command line interface	4.1 Open a command line interface 4.2 Run commands and scripts from the command line interface 4.3 Manipulate files using the command line
5. Configure desktop security	5.1 Modify default user settings to ensure that they match organisational security policies 5.2 Modify file and directory ownership and permissions to ensure data security requirements are met 5.3 Ensure password security 5.4 Check appropriate legal notices are displayed at logon 5.5 Implement security options for network protocols 5.6 Configure security settings for desktop applications according to business requirements
6. Monitor and test the desktop	6.1 Test desktop environment to ensure that client, functionality and performance requirements have been met 6.2 Analyse and respond to diagnostic information 6.3 Use troubleshooting tools and techniques to diagnose and correct desktop problems

ELEMENT	PERFORMANCE CRITERIA
	6.4 Document the desktop environment, according to organisational policy

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, 1.4, 3.5, 5.1, 5.4, 5.6, 6.4	Recognises and interprets technical material, organisational policy and regulatory information to determine job requirements
Writing	6.4	Prepares written reports and workplace documentation that communicate information clearly and effectively
Oral Communication	1.2, 1.7	- Articulates clearly using specific and relevant language suitable to audience to convey important information - Uses listening and questioning techniques to confirm understanding
Numeracy	1.5, 6.2	Analyses numerical test measurements to evaluate workstation performance
Navigate the world of work	1.1	Appreciates the implications of legal and regulatory responsibilities related to own work
Get the work done	1.1, 1.3-1.6, 2.1- 2.5, 3.1-3.5, 4.1-4.3, 5.1-5.3, 5.5, 5.6, 6.1-6.3	- Uses logical planning processes and an increasingly intuitive understanding of context to identify relevant information to plan business operating system requirements - Reflects on the ways in which digital systems and tools are used, or could be used, to achieve work goals, and begins to recognise strategic and operational applications - Uses familiar digital systems and tools to access, organise, analyse and display relevant information - Recognises and takes responsibility for addressing predictable and some less predictable problems in familiar work contexts

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTNWK408 Configure a desktop environment	ICANWK408A Configure a desktop environment	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>

Assessment Requirements for ICTNWK408 Configure a desktop environment

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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

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