



Australian Government

ICTNWK427 Configure desktop environments

Release: 1

ICTNWK427 Configure desktop environments

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to install, configure and support a desktop and workstation operating system in a networked environment.

It applies to individuals with competent technical skills employed in Information and Communications Technology (ICT) support roles or similar.

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 Determine desktop applications and feature requirements according to organisational requirements 1.2 Determine licensing, data migration, hardware and system requirements according to organisational requirements 1.3 Implement local data backups according to organisational and technical requirements
2. Install desktop operating system	2.1 Install and upgrade desktop operating system and applications according to task requirements 2.2 Configure and connect network settings and workstation according to task requirements 2.3 Patch operating system and applications according to task requirements

ELEMENT	PERFORMANCE CRITERIA
	2.4 Restore local data to new workstation
3. Configure desktop environment	3.1 Configure required hardware devices 3.2 Administer user environment according to task requirements 3.3 Create file and directory structure according to task requirements 3.4 Configure access to external data and desktop applications according to business requirements
4. Operate command line interface	4.1 Open command line interface and run commands and scripts according to task requirements 4.2 Manipulate command line files according to task requirements
5. Configure desktop security	5.1 Modify default user security settings according to organisational policies and guidelines 5.2 Modify file and directory ownership, permissions and password security 5.3 Configure and implement security settings for desktop applications according to business requirements
6. Monitor and test desktop	6.1 Test desktop environment functionality and performance according to organisational requirements 6.2 Diagnose and rectify desktop operating errors according to task requirements 6.3 Document desktop environment and lodge with required personnel 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
Numeracy	Analyses and demonstrates an understanding of numerical test measurements to evaluate workstation performance
Oral Communication	Uses listening and questioning techniques to confirm information and requirements using industry for intended audience
Reading	Identifies and interprets technical material, organisational policy and regulatory information to determine job requirements

Writing	• Prepares documentation detailing finalised process according to specified requirements
Problem solving	• Makes decisions that demonstrates an understanding of implications of legal and regulatory responsibilities related to own work

Unit Mapping Information

Supersedes and is equivalent to ICTNWK408 Configure a desktop environment.

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 ICTNWK427 Configure desktop 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:

- install and configure at least one desktop operating system, including user accounts, file and print services and security
- perform backup and recovery, monitor and troubleshoot the desktop environment for one desktop operating system
- document the finalised process.

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:

- features of desktop operating systems, applications, compatibility issues and resolution procedures
- configuration requirements of a desktop environment
- 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 and remote assistance and administration tools
- user account, group and password administration and guidelines for selecting a secure password
- file system navigation and manipulation utilities
- software and hardware manufacturer and user licensing.

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 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
- required regulatory documentation that affects installation activities.

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

Links

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