



Australian Government

ICTSAS424 Support different operating systems

Release: 1

ICTSAS424 Support different 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 repair boot up procedures in a variety of operating systems (OS).

It applies to individuals who use technical and specialised knowledge and a systematic approach to troubleshooting and fault finding.

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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine organisation's help desk procedures	1.1 Review organisation's technical support procedures 1.2 Interrogate help desk system 1.3 Liaise with client
2. Identify OS	2.1 Examine operating system file and root structure 2.2 Identify profile information 2.3 Explore the help structure 2.4 Observe boot process
3. Differentiate OS	3.1 Compare and contrast features of OS

ELEMENT	PERFORMANCE CRITERIA
	3.2 Examine kernel file structures 3.3 Determine currency of operating system
4. Analyse OS boot processes	4.1 Analyse boot procedures 4.2 Evaluate associated boot files 4.3 Itemise boot procedures for different operating procedures

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, 2.1, 3.2	Interprets and analyses complex technical information from a range of sources to determine requirements and complete necessary actions
Writing	1.3, 4.3	Records information in the correct format, using accurate spelling and grammar, and terminology and conventions specific to requirements
Oral Communication	1.3	Participates in verbal exchanges using clear and concise language to convey and clarify complex technical information
Numeracy	1.2, 3.3, 4.3	Uses mathematical equations to calculate and compare numerical data required for troubleshooting and problem solving
Interact with others	1.3	Selects and uses appropriate conventions and protocols when communicating with clients in a range of work contexts
Get the work done	1.1,1.2, 2.1-2.4, 3.1-3.3, 4.1-4.3	- Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes - Applies analytical processes to resolve technical or conceptual problems - Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS424 Support different operating systems	ICASAS424A Support different 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>

Assessment Requirements for ICTSAS424 Support different operating systems

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Performance Evidence

Evidence of the ability to:

- review technical support procedures with client
- evaluate the functionality of the operating system (OS)
- differentiate the OS features, structure and currency
- analyse the OS boot processes and procedures.

Note: Evidence must be provided on at least TWO operating systems.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- analyse boot processes in use
- identify and analyse files required for operation
- compare and contrast the key features of a range of OS.

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 systems administration and support field of work, and include access to special purpose tools, equipment, materials and industry software packages, including:

- stand-alone or networked personal computer
- appropriate OS installation compact disk or recovery boot disks
- drivers for connected devices
- help-desk system.

Assessors must satisfy NVR/AQTF assessor requirements.

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