



Australian Government

ICTSAS425 Configure and troubleshoot operating system software

Release: 1

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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 configure, maintain and troubleshoot operating system (OS) software to ensure organisational requirements and client needs are met.

It applies to individuals who are required to install, configure, optimise and troubleshoot OS software to meet organisational requirements.

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. Identify available operating systems	1.1 Compare and contrast different OS 1.2 Identify and demonstrate knowledge of basic OS features 1.3 Research OS vendor sites to obtain technical specifications and system requirements 1.4 Install and configure the OS using features such as Internet Information Services (IIS) 1.5 Determine licensing, hardware and security requirements and provide recommendations to appropriate person

ELEMENT	PERFORMANCE CRITERIA
2. Install, configure and optimise operating systems	2.1 Install, configure and test the OS using the installation components and boot utility options 2.2 Use the OS user interface to correctly configure the installation 2.3 Identify different directory structures and demonstrate management of virtual memory 2.4 Optimise system to meet organisational requirements 2.5 Document system according to organisational requirements
3. Resolve problems using tools	3.1 Identify command line options and system tools available to troubleshoot problems 3.2 Identify specific problems and implement strategies for resolution 3.3 Use options and tools to resolve common operating system issues
4. Provide instruction for new operating system implementation	4.1 Provide one-to-one instruction about changes to the client or users as required 4.2 Obtain client evaluation about new system to ensure requirements are met, using appropriate feedback mechanism

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	1.1-1.3, 1.5, 2.3, 3.1, 4.2	Researches and analyses technical textual information and numeric data to source solutions and determine necessary actions
Writing	1.5, 2.5, 4.2	Uses clear and technical language and formats appropriate to the task to record and convey information, requirements and recommendations
Oral Communication	1.5, 4.1, 4.2	Uses clear and precise language to convey complex technical information and listening and questioning skills to obtain feedback from clients or users
Navigate the world of work	1.3	Takes personal responsibility for following explicit and implicit policies, procedures and technical requirements

Interact with others	1.5, 4.1	• Selects and uses appropriate conventions and protocols when communicating with clients and others in a range of work contexts
Get the work done	1.1, 1.2, 1.4, 2.1-2.4, 3.1-3.3	• 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
ICTSAS425 Configure and troubleshoot operating system software	ICASAS425A Configure and troubleshoot operating system software	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 ICTSAS425 Configure and troubleshoot operating system software

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Performance Evidence

Evidence of the ability to:

- determine the appropriate operating system
- install, configure and test an operating system (OS)
- improve system performance with minimum disruption to clients
- identify faults and rectify with utilities and tools
- instruct the client or users on the changes in OS
- seek client and user feedback.

Note: Evidence must be provided in at least TWO organisations or situations.

Knowledge Evidence

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

- summarise the requirements of different operating systems
- outline the architecture of current technical systems
- identify and describe the key current industry accepted hardware and software products
- describe the functions and features of the OS used by the organisation
- describe the installation and configuration of systems software including:
 - organisational requirements for OS software
 - prerequisites for system software installation
 - set-up and configuration procedures
 - software packages supported by the organisation
 - system's current functionality
 - system's diagnostic software
 - vendor specifications and requirements for installation.

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 should be typical of those experienced in the systems and administration support field of work, and include access to special purpose tools, equipment, materials and industry software packages including:

- personal computer where installation may be performed
- OS software
- technical documentation
- organisational documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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