



Australian Government

Department of Education, Employment and Workplace Relations

ICTSUS4186A Install thin client applications for power over ethernet

Release: 1

ICTSUS4186A Install thin client applications for power over ethernet

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to install and configure thin client applications to enable power over ethernet (PoE) on a low powered workstation. Thin client refers to a remote office with low band width. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.
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Application of the Unit

Application of the unit	Technical staff who specify, install or upgrade ICT networks apply the skills and knowledge in this unit. This unit applies to energy and cost efficient installations to meet sustainability targets by remotely feeding PoE.
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan to install thin client applications	1.1. Assess extent of applications to be implemented using feasibility report and organisational guidelines 1.2. Highlight issues associated with adoption of Web 2.0 applications 1.3. Produce an implementation plan and present to customer 1.4. Liaise with appropriate person to obtain approval for the plans with any recommendations 1.5. Notify customer for site access
2. Evaluate appropriate applications	2.1. Develop criteria for Web 2.0 applications to satisfy enterprise needs 2.2. Test and evaluate Web 2.0 applications according to agreed criteria 2.3. Present findings to the customer with recommendations on Web 2.0 applications
3. Install hardware components and applications	3.1. Follow occupational health and safety (OHS) and environmental requirements according to plan and manufacturer's specifications 3.2. Develop implementation plans with prioritised tasks and contingency arrangements for minimum disruption to customer 3.3. Install hardware components and thin client software needed for the work according to network and organisational requirements 3.4. Bench test performance of applications 3.5. Resolve identified problems
4. Complete work and document activities	4.1. Document the installation and integration process according to organisational guidelines 4.2. Provide user documentation 4.3. Notify customer and obtain sign off

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

REQUIRED SKILLS AND KNOWLEDGE**Required skills**

- communication skills to liaise with internal and external personnel on technical, operational and business related matters
- literacy skills to:
 - interpret technical installation manuals
 - process and present written and verbal information to a diverse range of people
 - write reports, design solutions and recommendations in required formats
- planning and organisational skills to plan, prioritise and monitor own work
- problem solving skills to resolve installation issues
- research skills to interrogate vendor databases and websites to identify solutions to meet client business specifications
- technical skills to evaluate thin client software and methodologies

Required knowledge

- business processes
- client business domain, business function and organisation
- compatibility issues and resolution procedures
- configuration of internet protocol (IP) networks
- customer and business liaison
- documenting technical specifications
- linkage between processes
- set-up and configuration procedures
- systems diagnostic features
- Web 2.0:
 - applications and functionality
 - areas of the Web 2.0 relevant to configuration and testing
 - current industry accepted Web 2.0 products
 - vendor specifications and requirements for Web 2.0 applications
 - Web 2.0 application procedures

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: - determine and meet client requirements for thin client applications - install and configure the components according to vendor and technical specifications.
Context of and specific resources for assessment	Assessment must ensure: - site on which remote power feeding applications can be implemented - relevant documentation, feasibility studies and equipment manuals.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - direct observation of the candidate carrying out installation and configuring - review of plans completed by the candidate for different sites outlining resources required - oral or written questioning to assess required knowledge and methodologies used.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: - ICTSUS5187A Implement server virtualisation for a sustainable ICT system - ICTSUS4183A Install and test renewable energy system for ICT networks - ICTSUS4184A Install and test power saving hardware - ICTSUS4185A Install and test power management software. Aboriginal people and other people from a non-English

EVIDENCE GUIDE

	speaking background may have second language issues. Access must be provided to appropriate learning and assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the oral communication skill level, and language and literacy capacity of the candidate and the work being performed. In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. Where applicable, physical resources should include equipment modified for people with special needs.
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Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Organisational guidelines may include:

- budget allocations
- operational costs
- organisational cost
- projected growth
- security.

Customer may include:

- banks
- government department
- hospitals

RANGE STATEMENT	
	• private organisation • small and medium enterprises.
Appropriate person may include:	• network administrator • network manager • supervisor.
Hardware components may refer to:	• cards • power feeding • management of desktop systems and screens.
Thin client software may include:	• lockdown configuration software • management software: • Axel technologies • Citrix • IGEL Technology • Wyse • Symantec • OS X Terminal server software • virtualisation software • windows based thin client software.
Organisational requirements may include:	• work environment • problem solution processes • roles and technical responsibilities in the IT department • vendor and product service level support agreements.

Unit Sector(s)

Unit sector	Telecommunications
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Co-requisite units

Co-requisite units	

Co-requisite units		

Competency field

Competency field	Sustainability
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