

INSTALL COMPUTER SOFTWARE

UNIT CODE: IT/CU/ICTA/CR/02/4/B

UNIT DESCRIPTION

This unit covers the competencies required to perform computer software installation work. Installation activities includes identification of the software to be installed, actual installation of the software, software functionality test and user training.

ELEMENTS AND PERFORMANCE CRITERIA

| ELEMENT | PERFORMANCE CRITERIA <i>(Bold and italicized terms are elaborated in the Range)</i> |
|--------------------------------------|---|
| 1. Identify software to be installed | 1.1 Software are classified according to the functionality, resource requirement and use. 1.2 Selection of software to be installed is identified based on usage and system requirements 1.3 <i>Acquisition methods</i> of the selected software are established. 1.4 Licensing types and procedures are identified according to the type of software to be installed |
| 2. Install the software | 2.1 <i>Software specifications</i> and computer resource requirements are identified 2.2 Source of software installation files is determined 2.3 User vendor agreements are identified 2.4 Appropriate installation options are selected 2.5 Software installation is done as per the installation manual provided. 2.6 Software functionality is tested |
| 3. Manage Software Changes | 3.1 New user requirements are identified 3.2 Software changes is done as per need 3.3 Software functionality test is done according to the expected output. 3.4 Software change documentation is done. |
| 4. Perform User training | 4.1 User skills set are determined 4.2 Training manuals are prepared according to the organization ICT policy. 4.3 User training is conducted according to skill gap 4.4 Training feedback is documented. |

RANGE

| Variable | Range |
|--|---|
| 1. software acquisition methods may include but not limited to | <ul style="list-style-type: none">• In – house developed• Tailor made• Outsourced/Off-the-shelf |
| 2. Software Specifications May include but not limited to | <ul style="list-style-type: none">• Complete.• User friendly.• Maintainability• Flexibility• Secure• Accessibility• Compatibility |

REQUIRED KNOWLEDGE AND UNDERSTANDING

1. Different types of Software
2. Hardware requirements for software Installation
3. Software Acquisition Methods
4. Software parameter setting.
5. Software Installation procedures
6. Utilizing user training feedback.

REQUIRED SKILLS

The individual needs to demonstrate the following REQUIRED skills:

- Communications (verbal and written);
- Time management;
- Problem solving;
- Decision making;
- Planning;
- Report writing;
- Creativity

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and understanding and range.

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|--|---|
| 1. Critical Aspects of Competency | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Classified and selected software to be installed according to the functionality, resource requirement and usage 1.2 Identified computer requirements based on Software specifications for Installation 1.3 Performed Software Installation as per the installation manual provided 1.4 Performed Software changes as needed. 1.5 Performed software testing 1.6 Documented user training feedback. |
| 2. Resource Implications | <ul style="list-style-type: none"> 2.1 Resources the same as that of workplace are advised to be applied. 2.2 Including Device drivers, operating system, utilities, application software and computers. |
| 3. Methods of Assessment | <p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Observation with the help of check list 3.2 Practical Test 3.3 Oral Questioning 3.4 Written test |
| 4. Context of Assessment | <p>Competency may be assessed individually in the actual workplace or a simulated work place setting</p> |
| 5. Guidance information for assessment | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p> |