Specification of Competency Standards for ICT Operation and Support
Unit of Competency

Functional Area: Application Support

Title	Install and configure Apps on client devices
Code	107873L2
Range	This unit of competency applies to IT support personnel who are responsible for installing software applications (Apps) on different computing clients such as: personal computers (PC), notebooks, tablets and smartphones. When installing Apps for user some minimal training on use of the Apps would be needed
Level	2
Credit	3

Competency	Performance Requirements
	1. Knowledge for installing and configuring Apps on client device:
	• Possess good troubleshooting skills
	• Possess basic training skills
	• Possess basic knowledge of operating different computing clients
	• Possess good knowledge of installing software application
	• Possess basic knowledge of reading technical manual and following software installation and configuration instructions
	• Possess basic knowledge of the organisation health and safety guideline
	2. Install and configure Apps on client devices
	• Comprehend the software installation request from supervisor or user
	• Prepare for installation
	    • Comprehend a basic function overview, installation details and configuration details of the Apps
	    • Obtain installation media of the Apps
	    • Ensure the client devices conform to the minimum hardware requirements and sufficient storage space
	    • Locate or purchase the Apps' installation key or license, if required
	• Prepare the installation media
	    • For PCs and notebooks, mount installation media
	    • For tablets and smartphones, locate the Apps in the "market store" of the mobile platform. Example; IOS = App Store, Android = Play store, etc.
	• Follow the installation instructions of the Apps during the installation
	• Enter the license or installation key, if required
	• Configure the Apps with required settings that complied with the organisation security policy. Extra care should be paid to mobile Apps to avoid giving unnecessary authorisation to access device and personal information
	• Perform simple test to ensure the Apps can function normally in the expected manner. Troubleshoot any error messages during the installation and find rectification solutions before restarting installation
	• Complete internal documents and record configuration setting in accordance with the organisation's procedure
	3. Exhibit professionalism
	• Possess services attitude with desire to assist users with problems
	• Follow organisation safety guidelines and procedures when performing installation and configuring Apps on client devices

Specification of Competency Standards for ICT Operation and Support
Unit of Competency

Functional Area: Application Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Perform preparation for installation process • Complete installation and configuration of Apps on the client device that meets the need of user and complied with the organisation security standards • Provide sufficient instructions or training to the user to enable them to operate the App with minimum problem
Remark	