

# Specification of Competency Standards for ICT Operation and Support

## Unit of Competency

### Functional Area: Application Support

Title	Perform application configuration
Code	107874L2
Range	This unit of competency applies to IT support personnel who are responsible for supporting application configuration on different computing clients. The configurations are performed either at initial application installation or when there is a changed need requested by users or organisation wide. Configuration can be of different level ranging from simple cosmetic adjustment match individual users need to functional and features specific configuration which applied to companywide. For example, all pdf readers must support multi-language (English and Chinese) and has commenting functions.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge for performing application configuration <ul style="list-style-type: none"> <li>• Possess good reading skills to understand technical manual and follow software installation and configuration instructions</li> <li>• Possess basic training skills</li> <li>• Possess basic knowledge of operating different computing clients</li> <li>• Possess good knowledge of installing software, configuring applications and script programming</li> <li>• Possess basic knowledge of application testing</li> </ul> </li> <li>2. Perform application configuration <ul style="list-style-type: none"> <li>• Comprehend the application configuration requirement from work order or from user request</li> <li>• Review vendor documents to determine whether the required changes/configuration is available and can be performed on the application</li> <li>• Comprehend from appropriate technical documents, from vendor or other sources, to determine how configuration is performed on the application, such as: <ul style="list-style-type: none"> <li>• Menu driven within the application</li> <li>• Direct editing of configuration file</li> </ul> </li> <li>• For menu driven configuration method, locate which menu and what option settings</li> <li>• For configuration file settings method, identified name of configuration file and used appropriate editor to add/change settings on the file which configures the functions required by the user</li> <li>• After completed the configuration, perform appropriate tests to ensure the application functions are performing as required</li> <li>• Where necessary, provide operation instructions and/or provide basic tutorial to users on usage of configured functions</li> <li>• Complete internal documents and record configuration setting in accordance with the organisation's procedure</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Committed to ensure completed work is free from error and function as required</li> <li>• Follow organisation safety guidelines and procedures when performing configuration work</li> </ul> </li> </ol>

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"><li>• Fully comprehend the configuration requirements and are well prepared for the configuration work, identified of where, and how to make the required configuration settings on the application</li><li>• Perform the required configuration and satisfactorily test the application before release for general use</li><li>• Complete the after configuration document in accordance with the organisation procedure and provide sufficient instructions or coaching to users on use of configured functions</li></ul>
Remark	