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

Functional Area: Application Support

Title	Troubleshoot application problems
Code	107875L3
Range	This unit of competency applies to IT support personnel who are responsible for application support. When users encounter application issues they request help from support team. The support personnel general responsibility includes troubleshoot and collect necessary information to be forwarded to application developer or vendor when reporting the problem. Additionally, the support personnel will provide advice and/or attempt to adjust configuration (system or application) to enable the application function or to bypass the problem and enable the user to continue with work.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge for troubleshooting application problems • Possess good interpersonal skills that can communicate effective with different level of users • Possess good application troubleshooting skills • Possess basic knowledge of organisation's application support guidelines and procedure • Possess basic knowledge of the internal problem recording system

Unit of Competency

Functional Area: Application Support

Competency	2. Troubleshoot application problems • Patiently listen to user or read problem report on symptoms of application problem and explain the actions will be performed and reason for the actions • From internal records, from user, or from the client system, gather as much as possible on details relating to the problem application, including but not limited to the following: • Type of application • Hardware, environment and compatibility requirement • Configuration details • Functions and features of the application • Version/release number • Collect various messages related to the application problem, include: • System log • Application log • Error messages from the application • Reconstruct the problem and analyse from available information to determine cause of problem, such as: • Installation and configuration problem • Startup problem • Insufficient system resource • Incorrect input or output • User incorrect operation • During the recreation of the problem, record all actions performed, and/or capture all input and output, which will be forwarded to the application developer or vendor to assist application correction and for further detail analysis when required • Attempt to correct or bypass the problem by performing some of following actions: • Reconfigure the application • Uninstall and re-install the application • Adjust system resource for the application • Perform simple tests to ensure the problem is corrected or bypassed before return it for user to use • Report the problem to application developer or vendor and forward the collected packaged details that include error messages, logs details, input and output details • Complete the internal record keeping procedure in accordance with the organisation guidelines and requirements 3. Exhibit professionalism • Possess customer services attitude with desire to assist users with problems
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Communicate effectively with user to understand the issues of the application and collect sufficient information to re-create the problem • Identify the cause of the application problem and follow the organisation procedures and guidelines to collect sufficient details that can be used for further analysis and can be forwarded to application developer or vendor to assist with correction of the application • Provide suitable advice or perform appropriate setting corrections to application or system to enable it to continue function so that the user can continue with his/her work
Remark	