

# Specification of Competency Standards for ICT Operation and Support

## Unit of Competency

### Functional Area: Messaging Support

Title	Install and configure email clients
Code	107876L2
Range	This unit of competency applies to IT support personnel who are responsible for installing email clients on different computing clients. Computing clients can be personal computers or mobile/smart devices. For the context of this UoC, email clients refer to specialised email application and not browser based webmail which normally does not require installation on the user's device. An organisation would normally standardise the email client being used, but selection of email protocols (SMTP, POP, IMAP, MAPI) may differ to suit to different work styles (on one device or more than one device) and types of email servers.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge for installing and configuring email client: <ul style="list-style-type: none"> <li>• Possess good troubleshooting skills</li> <li>• Possess basic training skills</li> <li>• Possess good knowledge of operating different computing clients</li> <li>• Possess detailed Knowledge of installing software application</li> <li>• Possess basic knowledge of the organisation health and safety guideline</li> <li>• Possess good knowledge of common email protocols, such as SMTP, POP, IMAP and MAPI</li> </ul> </li> <li>2. Installing and configuring email client <ul style="list-style-type: none"> <li>• Comprehend the user's working style and agree with user on which is the best email protocol to use</li> <li>• Prepare for installation <ul style="list-style-type: none"> <li>• Obtain installation media of the email client App</li> <li>• Acquire email server configuration details including: <ul style="list-style-type: none"> <li>• Types of email protocol available</li> <li>• Secure connection setting</li> <li>• Port numbers</li> </ul> </li> </ul> </li> <li>• Prepare the installation media <ul style="list-style-type: none"> <li>• For PCs and notebooks, mount installation media if external or copy the installation program to the device</li> <li>• For tablets and smartphones, locate the email App from the device's "Marketplace"</li> </ul> </li> <li>• Start the installation of email client, follow the installation instructions during the installation</li> <li>• Enter the license or installation key, if required</li> <li>• Configure the email client with appropriate protocol to access and view email on the email server</li> <li>• Test the email client with user's logon setting. Troubleshoot and rectify connection and access issues</li> <li>• Provide instructions or training to user on how to logon and use the email client</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>• Possess services attitude with desire to assist users with problems</li> <li>• Follow organisation safety guidelines and procedures when performing installation and configuring software applications on client devices</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>• Select and advise the user on best protocol to use based on user's working style</li><li>• Install and configure email client on user's client device successfully that can enable the user to send/receive emails and the procedure follows the organisation's standard guidelines</li><li>• -Pprovide sufficient instructions or training that enable the user to use the email client with minimum trouble in addition to logon and access their email service</li></ul>
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