

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: Network Support

Title	Install and configure client/server application
Code	107882L3
Range	This unit of competency applies to support personnel who install and configure client/server application at workplace. The installation may be for a fresh deployment of the organisation wide client/server application or re-installation when client/server application is having issues. The type of client/server application this UoC refers to is of "tightly coupled" type like POS (Point Of Sales) systems rather than "loosly coupled" type like web browser to web server (any). Also it is installed in an internal network.
Level	3
Credit	6
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge for installing and configuring client/server application <ul style="list-style-type: none"> • Possess basic literacy skills to comprehend work orders and technical documents • Possess basic knowledge of networking concept • Possess good knowledge of client and server concept in particular • Possess good knowledge of common operating systems (server and client) • Possess good knowledge of testing and troubleshooting client/server applications 2. Install and configure client/server application <ul style="list-style-type: none"> • Develop installation plan for the client/server application requirements including but not limited to the following: <ul style="list-style-type: none"> • Identify what installation options are required from work order • Identify hardware requirement (i.e. server and client side) • Identify software requirement (i.e. database, middle ware, etc.) • Identify network requirements • Identify security requirements • Identify what data migration is required, if any • Preparing for installation <ul style="list-style-type: none"> • Upgrade hardware of server and client device, if required • Acquire the client/server application installation media • Familiarised with the client/server application installation instructions from vendor documents • Acquire associated settings for the client/server application, such as: <ul style="list-style-type: none"> • IP address of the server and client • Network settings • Authorised access account settings • Acquire all necessary technical manuals • Backup the server and client systems • Install and configure network protocol, middleware, database, if required • Install and configure the server side of the client/server application as required by the work order <ul style="list-style-type: none"> • Configure security and access settings to allow client to connect • Undertake restore or migration of data, if required • Perform appropriate tests • Install and configure client side of the client/server application as required by the work order <ul style="list-style-type: none"> • Configure security setting to enable access to the server side • Configure appropriate functions of the application • Perform tests to ensure client side is forming as required • Perform post installation procedures <ul style="list-style-type: none"> • Clean up work area and remove temporary work files and objects from the server and client device

	<ul style="list-style-type: none"> • Perform backup image of the server and client for system restore, when and if required • Return and store installation media in secure place as instructed by the organisation's guideline • Document the installation and configuration according to the organisation guidelines and standards <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Adhere to the organisation's occupational safety procedure • Well converse with industry's best work practices for installing client/server applications
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform the pre-installation activities and being well prepared to ensure the installation of the client/server application without any delay • Ensure the installation process was carried out efficiently without affecting other applications and/or services on the server and clients side • Perform post installation procedures that complied with the organisation guidelines and procedures
Remark	