

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: System and Hardware Support

Title	Maintain inventories of equipment/software
Code	107892L1
Range	This unit of competency applies to IT support personnel who need to maintain inventories of the organisation equipment and software. One of their key tasks is knowing where equipment/software are and how many there are. Hence, well maintained inventory control systems, of any sort (manual or computerised system), will be most beneficial when providing maintenance to them. In this UoC the term inventory implies information records of equipment and/or software license own by the organisation. Information includes but not limited to: type of equipment/license, where they are being used, purchased date, etc.
Level	1
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Knowledge for maintaining inventories of equipment/software <ul style="list-style-type: none"> Possess basic reading, writing and interpretation skills Possess well organised skills Possess basic knowledge of the organisation inventory system Possess good knowledge of organisation's inventory guidelines and procedures Maintain inventories of equipment/software <ul style="list-style-type: none"> Create inventory list (or database) for different types of equipment and software, if it's not already exist, such as: <ul style="list-style-type: none"> Computer systems Monitors Word processing software license Server license For each inventory list, create a record for each purchased/delivered. For example the Computer System inventory list: record1 for the 1st received computer, record2 for 2nd received computer, etc. For each record follow the organisation's convention to collect and record required information, such as: <ul style="list-style-type: none"> Reference/Identification number Description Purchased date Supply details Location of used Proceed to marking reference number or adhering inventory label on the corresponding equipment Periodically perform inventory check and update inventory list, in accordance with the organisation's guidelines and procedures Exhibit professionalism <ul style="list-style-type: none"> Committed to ensure inventory records are well maintained to provide efficient reporting and support functions that conforms to organization standards
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> Explain the need for well-maintained inventory records of equipment Follow the organisation's guidelines and procedures to maintain various inventory lists that are used during operation support by service team
Remark	