

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: System and Hardware Support

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| Title | Implement system maintenance procedures |
| Code | 107893L2 |
| Range | This unit of competency applies to IT personnel who are responsible to implement the organisation system maintenance procedures. An organisation's system maintenance procedure can be simple or complex depending on the size of IT support. The maintenance work can be outsourced or performed internally. This UoC concerned in-house system maintenance competencies and of normal planned scheduled type rather than ad-hoc or emergency type. Some organisation's procedures have been developed to meet security and compliance requirements which the practitioner must be aware of |
| Level | 2 |
| Credit | 3 |
| Competency | <p>Performance Requirements</p> <p>1. Knowledge to implement system maintenance procedures:</p> <ul style="list-style-type: none">• Possess good communication and interpersonal skills• Possess good system troubleshooting skills and recognise common symptoms of hardware and software• Understand computer maintenance and preventative maintenance concepts• Possess basic knowledge of the organisation's system maintenance procedures and guidelines• Understand the importance of system maintenance• Possess basic knowledge of Occupational Safety procedures |

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| Competency | <p>2. Implementing system maintenance procedures</p> <ul style="list-style-type: none">• Comprehend the organisation's system maintenance procedure and directives• Review systems past maintenance logs and priorities for system to be scheduled for maintenance and categorised into different types of maintenance to apply, such as monthly, quarterly or yearly• Follow the organisation's procedure requirement to notify all stakeholders and users on the maintenance work and duration of work• Prepare for maintenance work<ul style="list-style-type: none">• Acquire and collect components/parts for the maintenance work, including<ul style="list-style-type: none">• Tools kit and cleaning equipment• Testing tools and applications• Perform a backup image of the system for recovery purpose• Request all users and transaction processing applications to exit the system• Perform maintenance work in accordance with the organisation maintenance procedure, including but not limited to the following:<ul style="list-style-type: none">• Use appropriate tools to check hardware components' performance, such as hard disks, USBs, network cards, CPU fan, CMOS battery, etc.• Check system versions, and perform the necessary system updates• Check system bios or firmware versions and perform update, if necessary• Perform internal cleaning of the system, including the power supply unit, fans, the motherboard and the case unit• Replace faulty components/parts based on test reports and recommendations. If hard disks are replaced, recover the system from backup image. Handle old disks in accordance with the organisation procedure and policy. Disk sanitisation procedure need to be followed• Perform cleaning of work area after the system maintenance work• Document and update maintenance record according to the organisation standards and procedure <p>3. Exhibit professionalism</p> <ul style="list-style-type: none">• Keep abreast with industry best practices for system maintenance and explore better maintenance techniques• Follow organisation safety procedures when performing system maintenance work |
| Assessment Criteria | <p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Follow the organisation system maintenance procedure to perform system maintenance work• Complete the system maintenance work within the announced schedule• Complete all the necessary documents and update of records according to the organisation's standards and procedures |
| Remark | |