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

Functional Area: System and Hardware Support

Title	Configure desktop client environment
Code	107895L2
Range	This unit of competency applies to IT personnel who follow procedures or work orders to setup work environment on desktop client devices. Desktop client devices include notebook and Personal Computers (PCs). Work environment includes Operating System (OS) with standard and predefined applications.
Level	2
Credit	3

Competency	Performance Requirements
	1. Knowledge to configure desktop client environment
	• Familiar with desktop work environments
	• Familiar with installation and configuring of software applications and operating systems
	• Possess good troubleshooting skills
	• Possess good knowledge of application testing and able to setup and perform testing
	2. Configure desktop client environment
	• Comprehend the work order to determine what type of devices to be configured and what work environment is required to install and configure
	• Prepare for the configuration of client devices
	  • Obtain installation media of OS and applications
	  • Obtain all the necessary licenses
	  • Backup the client devices
	• Configure network settings to connect to the Internet
	• Patch or upgrade the OS and applications using appropriate upgrade method
	• Configure desktop client, including but not limited to the following:
	  • Configure hardware device
	  • Configure access to organisation network resources
	    • Network domain
	    • Servers
	    • Shared files
	    • Network printers
	  • Configure applications according to business requirements and may be user's working practices
	  • Configure security setting according to business requirement and organisation policies
	• Test the client device to ensure the configured settings are performing as required
	• Label the client device, in accordance with organisation standards, to indicate completed configuration work and ready for use
	• Complete the necessary documents and record the configuration details of the client device in accordance with the organisation's procedures and standards
	3. Exhibit professionalism
	• Follow the organisation procedures and guidelines when configuring client devices
	• Always follow the organisation's safety procedures and guidelines when working with computing hardware

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

Functional Area: System and Hardware Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Comprehend the work order and understand what type of client device client and applications needed to be configured - Be prepared for the configuration work and being at a position to "roll back" in the event of reconfiguration from fresh again or simply just restore the original system - Perform the configuration successfully as required by the work order - Complete the necessary documents in accordance with the organisation's standards
Remark	