

# Specification of Competency Standards for ICT Operation and Support

## Unit of Competency

### **Functional Area: System and Hardware Support**

Title	Perform Operating System installation
Code	107896L2
Range	This unit of competency applies to IT personnel who follow procedures to perform a brand new installation or upgrade of Operating System (OS) on personal computers or server systems. In the context of this UoC, commonly used OS on personal computers (PC) and notebooks are Windows, Linux and Mac OS and server system OS are Windows and Linux. Each hardware device requires only one single OS installed and the installation is performing locally.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge to perform Operating System installation:</p> <ul style="list-style-type: none"><li>• Understand software license requirements and copy rights responsibilities</li><li>• Familiar with installation of software applications and operating systems</li><li>• Possess good knowledge of basic system booting operation and BIOS settings</li><li>• Possess basic knowledge of disk formats and file systems</li></ul>

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### Functional Area: System and Hardware Support

Competency	<p>2. Performing Operating System (OS) installation</p> <ul style="list-style-type: none"><li>• Prepare for installation<ul style="list-style-type: none"><li>• Understand the installation requirements</li><li>• Acquire appropriate OS license and/or installation key</li><li>• Acquire the installation media</li><li>• Prepare matching media player for installation media such as DVD, USB</li><li>• Verify the hardware complied with minimum requirement of the OS, including but not limited to:<ul style="list-style-type: none"><li>• Disk and RAM space</li><li>• CPU</li><li>• Graphic card performance</li></ul></li></ul></li><li>• When performing brand new installation<ul style="list-style-type: none"><li>• Preformat the disk</li><li>• Define partition size</li></ul></li><li>• When performing upgrade of existing OS versions<ul style="list-style-type: none"><li>• Perform backups of existing system and files for recovery purpose</li></ul></li><li>• Install all necessary drivers for attached devices</li><li>• Activate the OS with appropriate license or key</li><li>• Perform post installation tasks, including but not limited to the following:<ul style="list-style-type: none"><li>• Configure network settings and connections</li><li>• Perform OS updates with latest service pack and configure auto update according to organisation's policy</li><li>• For server installation:<ul style="list-style-type: none"><li>• Create all user logon accounts</li><li>• Set user permissions and access rights</li></ul></li><li>• For client:<ul style="list-style-type: none"><li>• Create login accounts</li><li>• Join the organisation's workgroup</li><li>• Set printer functions</li></ul></li></ul></li><li>• Perform basic tests to ensure installation and configurations are functioning as expected</li><li>• Document installation and security settings, configuration performed in accordance with the organisation's procedures and standards</li></ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"><li>• Follow the organisation procedures and guidelines when performing OS installation</li><li>• Always follow the organisation's safety procedures and guidelines when working with computing hardware</li></ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"><li>• Systematically complete the OS installation that meets the user requirement and complied with the organisation standard</li><li>• Perform the necessary post installation procedures that can set up the necessary environment, such as login accounts, security, network settings</li><li>• Complete the documents of activities and recording system changes that conformed to the organisation's required standard</li></ul>
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