

# Specification of Competency Standards for ICT Operation and Support

## Unit of Competency

### Functional Area: Web Support

Title	Troubleshoot web browser and connection issues
Code	107909L3
Range	This unit of competency applies to support personnel who are responsible for providing front line support on web browser usage to users on different client platforms, including desktops, notebooks, tablets and even smartphones. The web browser is one of the most used applications. Very often users will encounter many issues which will need assistance. Common issues encountered including but not limited to the following: cannot start browser, wrong security setting, incompatibility, malware, connection problem, unable to initiate download after click of links, etc. To assist users the support personnel will troubleshoot and provide a remedy. Additionally the support personnel should provide some basic tutorial to users to avoid repetition and facilitate self-help.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge for troubleshooting web browser and connection issues:</p> <ul style="list-style-type: none"><li>• Possess good communication and interpersonal skills</li><li>• Possess good troubleshooting skills and capable of providing systematic instructions for remote problem solving</li><li>• Possess good knowledge of functions of various web browsers on different platforms</li><li>• Possess basic knowledge of operating different computing platforms</li><li>• Possess basic knowledge of web browser development and trends such as: technologies, web browser features, malwares attacks, etc.</li><li>• Possess basic knowledge of the organisation's network infrastructure</li></ul>

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Competency	<p>2. Troubleshoot web browser and connection issues</p> <ul style="list-style-type: none"> <li>• Patiently listen to user describing issues and symptoms. Use appropriate questioning techniques to gather as much information to help troubleshoot the issue:             <ul style="list-style-type: none"> <li>• What are the types of issue user is experiencing,</li> <li>• What type of browser</li> <li>• What platform and OS environment the browser is operating on</li> </ul> </li> <li>• Refer to history problem log to determine if similar problems and solutions exist</li> <li>• If web browser shows “cannot connect to server” or similar message, then troubleshoot network connection by verifying and correcting below items:             <ul style="list-style-type: none"> <li>• Verify the client is actually connected to the network (LAN or mobile)</li> <li>• Verify client has acquired a valid IP and DNS address</li> <li>• Verify correct proxy server setting</li> <li>• etc.</li> </ul> </li> <li>• If displayed content is inconsistent with the new contents of the web site, then clear the cache of the browser</li> <li>• If downloads are not permitted or no activities after user clicked a link, then review and adjust the security settings that prevent certain risky functions and scripts from auto activated, such as: ActiveX, cookies and downloads. Any adjustment of security setting must be complied with the organisation security policies</li> <li>• If web browser cannot start then locate related error messages from system or application logs to determine the issue. If application is corrupted, and no alternative method of correcting the problem, then uninstall and reinstall the Web browser</li> <li>• If the browser consistently redirected to unwanted web site, this may be due to the browser being hijacked by malware. Use anti-malware software to detect and remove the malware</li> <li>• Explain the cause of issues and remedies applied to users and provide some basic training and advice to user on “best practices on using web browser and surfing internet”</li> <li>• Create or update problem log in accordance with the organisation’s procedures and issues and remedies performed</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Possess customer service attitude with desire to assist users with problems</li> <li>• Follow organisation safety guidelines and procedures when troubleshooting and/or reification of equipment</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 apply web browser troubleshooting techniques to identify the cause of issues and provide remedies</li> <li>• Use correct level of technical language to gather information related to the Web browser issues and conduct tutorial to users</li> <li>• Complete the “after event” procedures in accordance with the organisation’s standards</li> </ul>
Remark	