Specification of Competency Standards
for the Information & Communications Technology Industry
Unit of Competency

Functional Area - System & Hardware

Title	Apply diagnostic and troubleshooting skills to solve hardware, software and networking related issues
Code	111121L4
Range	This UoC involves troubleshooting and identifying the causes of the problem in ICT systems.
Level	4
Credit	3 （For Reference Only）

Competency	Performance Requirements
	1. Knowledge in hardware, software and networking aspects and diagnosis of hardware, software and networking aspects in ICT systems.
	
	2. Troubleshooting across hardware, software and networking aspects in ICT systems
	
	    • comprehend the issues and symptoms of the issues from the problem report or from user and plan how to troubleshoot the issues.
	    • apply appropriate diagnostic tools and command set to obtain the status of the system.
	    • attempt to reproduce the issues that were reported and collect as much information as possible for problem analysis.
	    • When needed, consult colleagues, professionals and vendors
	    • formulate an action plan to implement the solutions to rectify the issues.
	
	3. Exhibit professionalism
	
	    • take necessary measures to prevent or minimise data loss or service interruption during the diagnosis process.
	    • follow organisation safety procedures when handling any hardware or equipment during the troubleshooting process.
	    • follow organisation Standard Operating Procedures (SOPs) or guidelines when handling the troubleshooting process.

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:
	
	    • apply proper diagnostic tools and system functions for problem identification.
	    • plan the troubleshoot work and systematically perform the troubleshooting to identify the issues or cause of issues.
	    • follow organisation procedures when handling any hardware or equipment during the troubleshooting process.

Remark	