

UoCs in Product and Service Life Cycle

Functional Area: Product & Service Life Cycle (Service Commissioning)

1. Title	Install related hardware and software	
2. Code	ITCSPL201A	
3. Range	This UoC applies to detailed steps and procedures in the installation of hardware (HW) and software (SW) to materialise the provision of product / service in concern. Essentially this step focuses on the HW and SW of vendors and outside parties.	
4. Level	2	
5. Credit	3	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Install related hardware and software</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Understand the necessity in installing related hardware and software for the actual delivery of goods / services ● Understand the need to arrange a suitable working environment to ensure proper functioning of the new HW and SW installed ● Understand the guidelines for providing technical support after installation of new HW and SW ● Be aware of the necessity in proper integration of new HW and SW into the existing configuration and their compatibility in functioning ● Be aware of the potential danger to the operation of existing computer system when problems do occur at this stage <p>Be able to:</p> <ul style="list-style-type: none"> ● Co-ordinate with all related external and internal parties for all preparation work before the installation of new HW and SW ● Work according to contract agreements in order to control the quality of outside parties before the actual installation (in case of outsourcing) ● Conduct the actual new HW and SW installation, utilising the minimum resources and effort ● Take effective actions and measures to ensure that the compatibility of new HW and SW with the existing computer system, which may incur alternative configuring, upgrading, tuning, etc ● In case of necessity, install or invoke tracing mechanism to measure the operation of new HW and SW, and report any abnormal cases on a timely basis ● Stick to all established documentation procedure to actually record details about the addition of new HW and SW, handling personnel, related vendors / parties and any other essential points, etc ● Arrange backup and supporting services for the new HW and SW, and in case of necessity increase or upgrade resources of the support team ● Take note of the potential increase in costs of operation after introduction of the new HW and SW, and report any significant deviations to management ● Clarify the responsibilities and establish proper follow-up procedures in case of problems with the newly installed HW and SW, and ensure all involved external and internal parties are aware of and agree with the arrangement <ul style="list-style-type: none"> ● Always work with full capacity and ability to ensure successful and proper installation of HW and SW ● Always stick to all established procedures and guidelines
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. successfully arrange for the installation of new HW and SW with minimum effort ii. further ensure the proper functioning of the newly installed items and that problems are detected and tackled as soon as possible 	
Remark		