

**Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies**

1. Title	Deliver field support services
2. Code	ITSWOS306A
3. Range	Define support process and provide on site support services for the hardware and software components (including any peripheral device and storage equipment) in the context of providing field support services for an organisation [Operations and Support – Field Support Services]
4. Level	3
5. Credit	3
6. Competency	<p style="text-align: right;"><u>Performance Requirement</u></p> <p>6.1 Know the ICT infrastructure and operating environment Be able to</p> <ul style="list-style-type: none"> ▪ be conversant with the functions of the building blocks in ICT infrastructure ▪ be familiar with the operational and technical characteristics of the devices related to the infrastructure, in particular the hardware and software components on desktop computers, storage and peripheral equipment <p>6.2 Define support process Be able to define and explain support process to calling party via</p> <ul style="list-style-type: none"> ▪ listening carefully to user's description of cause of call ▪ defining, recommending and explaining the steps to be done to the user <p>6.3 Provide on site support services Be able to</p> <ul style="list-style-type: none"> ▪ operate the hardware and software components on desktop computer, server, storage and/or peripheral equipment to ascertain the reason of call for field service ▪ identify cause of service call ▪ perform data backup for the user whenever possible ▪ restore standard operation environment if there were improper operation or change in configuration ▪ restore user's data if applicable ▪ enable remote usage monitoring and alert where applicable <p>6.4 Perform field service to the user's satisfaction Be able to</p> <ul style="list-style-type: none"> ▪ provide safe, reliable and speedy field service ▪ initiate subsequent call to make appropriate changes after the root-cause has been identified
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) define support process to be done according to the operating environment on the field; and (ii) perform field service to aid and restore standard operating environment.
Remark	