

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

1. Title	Recover failed hardware and software components
2. Code	ITSWOS307A
3. Range	Recover the failed hardware and software components, which may include any peripheral device and storage equipment, and restore the faulty components to their normal functions, following company procedure either for Standard Operating Environment (SOE) or non-SOE in the context of providing field support services for an organisation (See Remark 1 for extra requirements on non-SOE) [Operations and Support – Field Support Services]
4. Level	3
5. Credit	2
6. Competency	<p style="text-align: right;"><u>Performance Requirement</u></p> <p>6.1 Know the normal behaviour of desktop hardware, software components, storage or peripheral equipment</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ understand normal behaviour of desktop hardware, software components, storage or peripheral equipment in standard operating environment ▪ operate any desktop hardware, software components, storage or peripheral equipment in standard operating environment <p>6.2 Understand the outcome from root-cause analysis</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ interpret the result from root-cause analysis on the reported symptom ▪ identify the procedures necessary to restore faulty components to normal operation conditions ▪ locate restoration or replacement resources <p>6.3 Recover hardware and software components after failure</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ observe safety procedures and re-install replacement components if necessary ▪ re-install software components and/or tune operational parameters on desktop hardware, storage and peripheral equipment to restore them into standard operating environment <p>6.4 Ensure integrity of corporate ICT infrastructure</p> <p>Be able to confirm any software, hardware, storage and peripheral equipment, which are attached to corporate ICT infrastructure but not in the corporate standard equipment list, do not interfere with corporate operation</p>
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to recover hardware and software components including any peripheral device and storage equipment after failure into normal conditions.
Remark	In case of non-SOE, please make sure that it is properly approved by the company and that the restoration procedure and media (or image) are provided.