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

1. Title	Apply technical changes and patches to the hardware and software components
2. Code	ITSWOS308A
3. Range	Distribute ad-hoc technical changes to the hardware environment including but not limited to test and apply latest critical patches (e.g. hot-fixes and security patches of client computing platform) in the context of providing field support services for an organisation [Operations and Support – Field Support Services]
4. Level	3
5. Credit	2
6. Competency	<table><tr><td></td><td>Performance Requirement</td></tr><tr><td>6.1 Understand corporate standard operating environment with particular emphasis on security</td><td>Be able to ▪ explain the latest corporate standard operating environment ▪ recognize the need to keep operating environment up to date to ensure effective operation and maintain data integrity and confidentiality</td></tr><tr><td>6.2 Distribute technical changes to the hardware environment</td><td>Be able to ▪ demonstrate proficiency in the operating computer and attached devices under standard operating environment ▪ inspect hardware installation to determine the version of installation base ▪ apply technical change to the hardware environment if necessary</td></tr><tr><td>6.3 Confirm technical changes meet corporate policy in a professional manner</td><td>Be able to ▪ verify that technical changes have been properly applied to relevant device ▪ validate the changes and report any irregularities according to the organisation's procedures and polices</td></tr></table>
7. Assessment Criteria	The integrated outcome requirement of this UoCs are the abilities to apply technical changes to the computing platform for the integrity of the ICT infrastructure in order to ensure effective operation and maintain security to the highest standard.
Remark	