

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

| | | |
|------------------------|---|--|
| 1. Title | Analyse and fix the hardware and software failure | |
| 2. Code | ITSWOS423A | |
| 3. Range | Perform root-cause analysis and execute remedial actions when the hardware and software components (including any peripheral device and storage equipment) fail in the context of providing field support services for an organisation [Operations and Support – Field Support Services] | |
| 4. Level | 4 | |
| 5. Credit | 2 | |
| 6. Competency | <p>6.1 Have knowledge in analysing the reported symptom</p> <p>6.2 Understand the characteristics of the desktop hardware, software components, storage or peripheral equipment</p> <p>6.3 Perform root-cause analysis and execute remedial actions</p> <p>6.4 Conclude the cause of failure quickly in a professional manner</p> | <p><u>Performance Requirement</u></p> <p>Be able to comprehend</p> <ul style="list-style-type: none"> ▪ the reported symptom and operating environment from first line field service ▪ the preliminary action taken <p>Be able to</p> <ul style="list-style-type: none"> ▪ demonstrate in-depth understanding of the operational and technical characteristics of desktop/server hardware, software components, storage or peripheral equipment ▪ link up the reported symptom with possible malfunction device(s) <p>Be able to</p> <ul style="list-style-type: none"> ▪ confirm the reported symptom from being repeatable ▪ take all necessary safety precautions ▪ isolate devices to perform additional device-level local tests so as to identify the faulty desktop/server hardware, software components, storage or peripheral equipment ▪ initialize recovery procedures if there were failure on desktop/server hardware or software components, storage or peripheral equipment <p>Be able to</p> <ul style="list-style-type: none"> ▪ show proficiency in correlating reported symptom with possible faulty device ▪ disconnect and re-assemble devices in a safe, reliable and speedy approach ▪ conclude the cause of failure quickly with precision according to organisational procedures |
| 7. Assessment Criteria | The integrated outcome requirement of this UoCs are the abilities to identify the root cause of field service call. | |
| Remark | This UoCs assumes the existence of other UoCs responsible for the recovery of desktop/server hardware or software components, storage or peripheral equipment. | |