

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Hardware Architecture and Maintenance

Title	Handle the software and hardware problems of server
Code	107228L4
Description	In the process of system development and maintenance, identify the cause of the failure and propose solution for the server software and hardware failure problem so as to ensure the normal operation of the system.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the troubleshooting techniques for server failures</p> <ul style="list-style-type: none"> • Assess the main causes of failure and use different methods to solve the problem, for example: <ul style="list-style-type: none"> ○ Remove non-factory compatible components and external devices ○ Update the resource configuration by resetting or updating the BIOS firmware; ○ Check whether the extended component is included in the hardware compatibility list ○ Master the exchange of contrast techniques, in the maximum possible conditions, the exchange of components to identify the cause of the failure • Understand the information required for troubleshooting <ul style="list-style-type: none"> ○ Server information ○ Use the server to provide fault information such as error code, master the relevant information to find the method ○ Determine the type of failure and fault phenomena, such as boot without display, error code information and operating system load failure <p>2. Determine the server hardware and software failure reasons</p> <ul style="list-style-type: none"> • Common causes of server hardware failures • Common causes of server software failures <ul style="list-style-type: none"> ○ Understand the server's operating system ○ Understand server's management software or server driver ○ Understand that the application has conflicting and man-made software failures • Perform hardware and software failure maintenance <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Solve the server hardware and software failure so that the server is operating normally • Ensure the efficiency, reliability and manageability of the server.
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Master the basic principles of server troubleshooting • Understand troubleshooting information to be collected • Apply methods to solve the server hardware and software failure problems.
Remark	