

Connect internal hardware components

ICAI3021B



Ref No: DDICAI21B

Elements of Competency

Determine new components required

- 1.1 Identify and clarify user *component* requirements according to *organisation guidelines*
- 1.2 Organise and record user *component* requirements, pass on to *appropriate person* for evaluation and vendor selection

Obtain components

- 2.1 Contact vendors to obtain technical specifications for the proposed *components*
- 2.2 Assess the options and provide recommendations to the *appropriate person* for final analysis
- 2.3 Obtain *components* in preparation for installation

Install components

- 3.1 Develop plans, with prioritised tasks and contingency arrangements, for the installation of selected *components* with minimum disruption to *clients*
- 3.2 Liaise with *appropriate person* to obtain approval for the plans
- 3.3 Install and configure *components* according to plan, in accordance with installation procedures and *organisational requirements*
- 3.4 Test *components* for error-free performance, utilising available technology
- 3.5 Identify and resolve identified problems
- 3.6 Test and enhance system performance, using knowledge of the system, to meet organisational benchmarks
- 3.7 Document the installation and configuration process according to *organisation guidelines*

Provide instruction on use of modified system

- 4.1 Undertake one-to-one instruction on use of modified system with *client* or user in a manner that is appropriate to the audience
- 4.2

Evaluate modified system

- 5.1 Collect *client* or user feedback and analyse against *client* requirements
- 5.2 Correct identified shortcomings in the system and record actions

Number of Pages

79

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the support unit of ICAI3021B Connect internal hardware components. This manual is a learning resource and is not an assessment tool.

Prerequisites

Nil

Course Length

In a training environment this manual is suitable for approximately 20 hours.

Course Structure

This course contains instructor lead exercises as well as examples completed at the students' own pace.

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Internal Hardware Components
Internal Hardware
Motherboard
The Central Processing Unit (CPU)
Random Access Memory (RAM)
Video Cards
Sound Cards
Hard Disk Drives
CD-ROM/DVD-ROM Drives
Network Interface Card (NIC)
Wireless Network Adaptors
Identifying User Needs
Recording Upgrade Information
Purchasing Hardware Peripherals
Sourcing Hardware
Company Purchase Agreements
After Purchase
Storage
Connecting Internal Hardware Components
Pre Installation
Installation
Reducing the Risk of Damage
Installation Steps
Testing and Configuration
Operating System
Plug and Play (PnP)
Non Plug and Play
Conflict Tests
Component Tests
System Memory
Video Card
Sound Card
CD/DVD
Network Card
Documentation
Training
Support Documentation
The Delivery Plan
One on One Instruction
Basic Communication skills
Sample Session Plan
Client Feedback
Method Analysis