

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

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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.

Connect internal hardware components

ICAI3021B



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

Provide basic system administration

ICAS3024B



Ref No: DDICAS24B

Elements of Competency

Record security access

- 1.1 Obtain **client** access requirements and clearance levels according to **organisational requirements**
- 1.2 Issue computer or network user account and password details to **client**
- 1.3 Provide security documentation and access to **client**
- 1.4 Record user account and security access details to maintain system integrity and assist later auditing

Record software licences

- 2.1 Determine what licensed **software** is used within the organisation
- 2.2 Maintain **records** of licence number and location
- 2.3 Check personal computers and network for illegal **software**
- 2.4 Report illegal **software** to **appropriate person**

Carry out system back-up

- 3.1 Create or review **organisational** back-up schedule
- 3.2 Complete file back-ups according to the schedule
- 3.3 Label and store back-ups according to **organisational requirements**
- 3.4 Maintain **records** of back-ups

Restore system back-up

- 4.1 Determine and test restore procedures according to **organisational guidelines**
- 4.2 Complete a restore under supervision of an **appropriate person**
- 4.3 Record completed restore according to **organisational guidelines**

Apply security access controls

- 5.1 Document security access as per clearance guidelines set by management
- 5.2 Maintain a security access register in line with **organisational guidelines** to record which **client** or groups have access to which resources
- 5.3 Identify the security controls on the file system provided by the **operating system**
- 5.4 Apply effective access control on files and directories

Number of Pages

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Provide basic system administration

ICAS3024B



Audience	This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the core unit of ICAS3024B Provide basic system administration. This manual is a learning resource and is not an assessment tool. An Assessment Tool & Marking Guide is available for this manual separately.
Prerequisites & Corequisites	Nil
Course Length	In a training environment this manual is suitable for approximately 20 hours.
Course Structure	The course contains instructor lead exercises as well as examples completed at the students' own pace.

Provide basic system administration

ICAS3024B



System Administration

Network Permissions

File Permissions

User Groups and Accounts

User Group Outlines

Share Drives

Share Folders

Determining Client Accesses

User Access Accounts

Windows Vista

Windows XP

Passwords

Security Documentation

User Access Records

Software Licences

Software Analysis

Software Audit

Audit Results

Resolutions

System Back-up

Backup Policy

Backup Frequency

Media

Storage

Integrity Checks

File System Checks

Free System

Major System Changes

Documentation

Backup Creation

Restoring Damaged Files from Backup

System Rollback

System Restore

Maintain equipment and software in working order

ICAS3115B



Ref No: DDICAS15B

Elements of Competency

Determine and undertake required equipment maintenance

- 1.1 Examine and review specified *equipment* and *maintenance* procedures, in order to determine those procedures that can be handled internally
- 1.2 Organise and undertake internal *maintenance*, as specified in the *maintenance* procedures
- 1.3 Report problems promptly to *appropriate person*

Diagnose and repair faults

- 2.1 Assess an existing problem situation and identify the main problem area
- 2.2 Test the suspected faulty *equipment* or *software* for possible failures or performance degradation, utilising available technology
- 2.3 Organise and analyse the test results
- 2.4 Review and analyse historical fault data for information of relevance to existing faults
- 2.5 Develop plans, with prioritised tasks and contingency arrangements, for the repair or replacement of faulty *equipment* or *software*, with minimum disruption to *client*
- 2.6 Liaise with *appropriate person* to obtain approval for the plans
- 2.7 Obtain necessary components and repair the *equipment* or *software* in a timely, organised manner, following *OH&S standards*

Update documentation and make recommendations for future maintenance

- 3.1 Record *maintenance* and fault data and equipment modifications, in accordance with organisational standards
- 3.2 Identify and report instances where preventative measures are needed
- 3.3 Review and update maintenance and fault data and report outcomes periodically to *appropriate person*

Number of Pages

130

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the support unit of ICAS3115B Maintain equipment and software in working order. 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.

Maintain equipment and software in working order

ICAS3115B



Computer Networks

Network Hardware
Personal Computer (PC)
Network Hardware
Network Software
Computer Operating Systems
Operating System Types
Application Software
Maintenance Software

Network Maintenance

Hardware Faults
Hard Disk Drives
Damage to Monitors
Keyboards & Mouse
Printers
Preventative Hardware Maintenance
Maintenance Procedures
Cleaning
Servicing
System Protection Devices
Storage Checks
Software Faults
Viruses and Intrusions
Corruption
System Degradation
Preventative Software Maintenance
Maintenance Procedures
Anti-Virus Software
Software Diagnostics
Disk Defrag
Check Disk
Software Updates
System Performance Checks
System Back-up
Running a Backup
Maintenance Schedules
System Maintenance Log

Fault Diagnosis

Hardware Malfunctions
Replacement Diagnosis
Testing Hardware
Software Malfunctions
Replacement Diagnosis
Fault Reports
Resolution Plan

Hardware Replacement

Sourcing Hardware
Pre Installation
OH&S Guidelines
Lighting
Ventilation
Ergonomic Setup
Installation and Movement
Uninstalling Previous Hardware
Installation
Reducing the Risk of Damage
Installation Steps
Plug and Play (PnP)
Non Plug and Play

Software Upgrades

Sourcing Software
Software Program Upgrade
Upgrade to Microsoft Office 2007
Software Upgrades and Patches
Installing Software Patches
Testing Software
Resolution Report

Migrate to New Technology

ICAU3019B



Ref No: DDICAU19B

Elements of Competency

Apply existing knowledge and techniques to technology and transfer

- 1.1 Identify situations where existing knowledge can be used as the basis for developing new skills
- 1.2 Acquire and use new or upgraded *technology skills* to enhance learning
- 1.3 Identify, classify and use new or upgraded *equipment* where appropriate, for the benefit of the organisation

Apply functions of technology to assist in solving organisational problems

- 2.1 Conduct testing of new or upgraded *equipment*
- 2.2 Apply features of new or upgraded *equipment* and *software* within the organisation
- 2.3 Use features and functions of new or upgraded *equipment*
- 2.4 Access and use *sources of information* relating to new or upgraded *equipment*

Evaluate new or upgraded technology performance

- 3.1 Evaluate new or upgraded *equipment* for performance, usability and *against OH&S standards*
- 3.2 Determine *environmental considerations* from new or upgraded equipment
- 3.3 Seek *feedback* from users, where appropriate

Number of Pages

52

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the core unit of ICAD3218B Create User Documentation (Word 2007). This manual is a learning resource and is not an assessment tool. An Assessment Tool & Marking Guide is available for this manual separately.

Prerequisites & Corequisites

A sound Introductory knowledge of Microsoft Windows XP or Vista operating systems is necessary.

Course Length

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

Course Structure

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

Migrate to New Technology

ICAU3019B



New Workplace Technology

- Acquiring New Technology
- Business Rules
- Sourcing New Technology
- Recording Upgrade Information
- Operating System Upgrade
- Upgrade to Windows Vista
- Software Program Upgrade
- Microsoft Office
- Office 2007 File Formats
- Upgrade to Microsoft Office 2007
- Hardware Upgrade
- Uninstalling Previous Hardware
- Installing New Hardware
- Default Printer
- Printer Properties
- Software Upgrades and Patches
- Post Installation Checks
- Testing Hardware
- Testing Software

Using New Technology

- Utilising Existing Knowledge
- Operating System Changes
- Software Program Changes
- Hardware Changes

- Acquiring New knowledge
- Audit
- Support Documentation
- The Delivery Plan
- Utilising the Upgraded Technology
- Configuring the New Technology
- Operating System Customisations
- Office 2007 Customisations
- Printer Configuration
- Printer Properties

Occupational Health and Safety

- State Acts
- Locating State Acts
- Further Legislation and Codes of Practice
- OH&S Standards
- Lighting
- Ventilation
- Ergonomic Setup
- Installation and Movement
- Environmental Considerations
- Printer Cartridges
- Packaging
- Disposal
- Feedback

Manage customer relationships

ICTCC330A



Ref No: DDICT330A

Elements of Competency

Contribute to the meeting of customer needs

- 1.1 Contribute to the dimensioning of customer needs
- 1.2 Apply enterprise policy when providing customer service
- 1.3 Apply enterprise priorities in customer dealings
- 1.4 Discuss problems encountered in meeting customer needs with team members
- 1.5 Refer or escalate customer inquiries where needs cannot be satisfied
- 1.6 Identify inconsistencies between enterprise policy and customer needs
- 1.7 Make recommendations for improvement of service to customers

Obtain feedback from customers

- 2.1 Seek and encourage feedback from customers
- 2.2 Conduct customer satisfaction surveys
- 2.3 Gather and collate customer feedback data systematically
- 2.4 Report customer feedback to appropriate staff

Use customer feedback to enhance customer relationships

- 3.1 Measure customer satisfaction data against previous results
- 3.2 Analyse customer feedback data against enterprise performance data
- 3.3 Provide recommendations for improvement of customer relationships
- 3.4 Implement measures to improve customer relationships

Number of Pages

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Audience

This manual is aimed at people who are studying the Certificate III in Telecommunications ICT02 or ICA05 (Support Stream). It covers the core unit of ICTCC330A Manage Customer Relationships. This manual is a learning resource and is not an assessment tool. An Assessment Tool & Marking Guide is available for this manual separately.

Prerequisites

Nil

Course Length

In a training environment this manual is suitable for approximately 25 hours.

Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace. A course disk contains the necessary files to complete the manual.

Manage customer relationships

ICTCC330A



Customer Service

- Customer Service Behaviours
- Product Knowledge
- Teamwork
- Communication
- Escalation
- Complaint Handling
- Be Helpful
- Professionalism
- Company Policies and Legislations
- Customer Priorities
- Service Level Agreements

Building Relationships

- Customer Analysis
- Rapport Building
- Take the Extra Step
- Throw in something extra
- Inconsistencies
- Negotiating a Solution
- The art of saying 'NO'

Customer Feedback

- Method Analysis
- Surveys and Questionnaires
- Ratings
- Client Suggestions
- Analysing Feedback
- Feedback Report
- Implementing the Change