

Work Effectively in an IT Environment



ICAW2001B

Ref No: DDICAW01A

Elements of Competency

Identify IT in an organisation and related relevant policies and procedures

- Identify IT roles in an organisation and briefly describe what services they perform
- Identify and describe *key players* from the IT service areas previously identified

Identify IT policies and procedures and research whether they are used in practice

Identify IT equipment, software and operating systems used by the organisation

- Identify IT equipment, operating systems and software used in the organisation and understand the importance and role within the organisation
- Establish that all of the equipment locations and service requirements are maintained according to organisational requirements and prevailing policies and procedures

Number of Pages 32

Audience This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the core unit of ICAW2001B Work Effectively in an IT Environment. This manual is a learning resource and is not an assessment tool.

Prerequisites It is assumed that participants using this manual have a basic knowledge of the use of a mouse and keyboard.

Course Length In a training environment this manual is suitable for approximately 4 hours.

Course Structure The course contains instructor lead examples.

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Elements of Competency

Prerequisites

Who should use this manual?

Working with Information

Technology (IT)

IT Roles

Operating Systems Management

Operating system types

Hardware

Types of Hardware

Network Hardware

Sourcing Hardware

Maintaining Hardware

Software

Types of Software

Sourcing Software

Maintaining Software

System Maintenance

System Maintenance Log

Backup

Security

Disaster Recovery Plans

Company IT Policy

Other Hardware

Key Personnel

Unit Assessment Record

Section 6 - Contributions to Safety

Activity - Participation

Glossary