

## INSTALL COMPUTER SOFTWARE

UNIT CODE: IT/OS/ICT/CR/2/6

### UNIT DESCRIPTION

This unit covers the competencies required to perform computer software installation work. Installation activities includes identification of the software to be installed, actual installation of the software, Software configuration software functionality test, software maintenance and user training.

### ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA ( <i>Bold and italicised terms are elaborated in the Range</i> )
1. Identification of software to be installed	1.1 Software are classified according to the functionality, resource requirement and use. 1.2 Criteria for selection of software is identified based on user requirements and functionality 1.3 Appropriate <b>software acquisition methods</b> are established as per the functionality.
2. Install the software	2.1 <b>Software specifications</b> and computer resource requirements are identified 2.2 Source of software installation files is determined 2.3 Existing data is backed up 2.4 User vendor agreements are identified according to the Installation manual. 2.5 Software installation is done as per the installation manual provided.
3. Configure the software	3.1 Software configuration is done as per the installation manual provided. 3.2 Required <b>software parameters</b> are set as per the software manual. 3.3 Software configuration is done as per the set parameters
4. Test software functionality	4.1 Software test is performed 4.2 Software functionality is determined according to the test performed 4.3 Test report is generated 4.4 Corrective measures are taken based on the test report

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>(Bold and italicised terms are elaborated in the Range)</i>
5. Perform User training	5.1 Determine user skill set as per the Instructions manual 5.2 <b><i>User training manuals</i></b> are prepared according to software functionality 5.3 User training is conducted according to system functionality
6. Perform software maintenance	6.1 Software maintenance schedule is established 6.2 <b><i>Software upgrades and modules patches</i></b> are applied. 6.3 Software revisions are performed to correspond with functionality changes.

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## RANGE

This section provides work environment and conditions to which the performance Criteria apply. It allows for different work environment and situations that will affect Performance.

<b>Variable</b>	<b>Range</b> <i>May include but is not limited to:</i>
1. software acquisition methods	1.1 In – house developed 1.2 Tailor made 1.3 Outsourced
2. Software specifications	2.1 detailed description of a software system to be developed with its functional and non-functional requirements. Usually has the following characteristics: <ul style="list-style-type: none"><li>✓ Complete.</li><li>✓ Consistent.</li><li>✓ Feasible.</li><li>✓ Modifiable.</li><li>✓ Unambiguous.</li><li>✓ Testable</li></ul>
3. software parameters	3.1 characteristic that can help in <i>defining</i> or classifying a software.
4. User training manuals	4.1 Documentation available for users to help them understand and properly use a certain product or service
5. Software upgrades and modules patches	5.1 <b>update</b> are programs that fix issues with the software and add more hardware support while <b>patches</b> add additional features to your software product.

## REQUIRED KNOWLEDGE AND UNDERSTANDING

The individual needs to demonstrate knowledge and understanding of:

1. Operating systems
2. Types of operating systems
3. Software installation legal requirements
4. Types of software installation
5. Types of Software testing
6. Software installation techniques
7. Software Upgrading and Patching
8. Software Acquisition Methods

## 9. Software Maintenance Procedures

### **FOUNDATION SKILLS**

The individual needs to demonstrate the following foundation skills:

- Communications (verbal and written);
- Troubleshooting
- Problem solving;
- Decision making;
- Planning;
- Report writing;

## EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and understanding and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Classified the software according to the functionality, resource requirement and use 1.2 Established software acquisition methods as per the functionality 1.3 Configured software as per the installation manual provided. 1.4 Performed software testing 1.5 Prepared user training manuals according to software functionality.
2. Resource Implications	2.1 Resources the same as that of workplace are advised to be applied. Including Device drivers, operating system, servers, utilities
3. Methods of Assessment	Competency may be assessed through: 3.1 Observation with the help of check list 3.2 Practical demonstrations 3.3 Oral Questioning
4. Context of Assessment	Competency may be assessed individually in the actual workplace or a simulated work place setting
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.