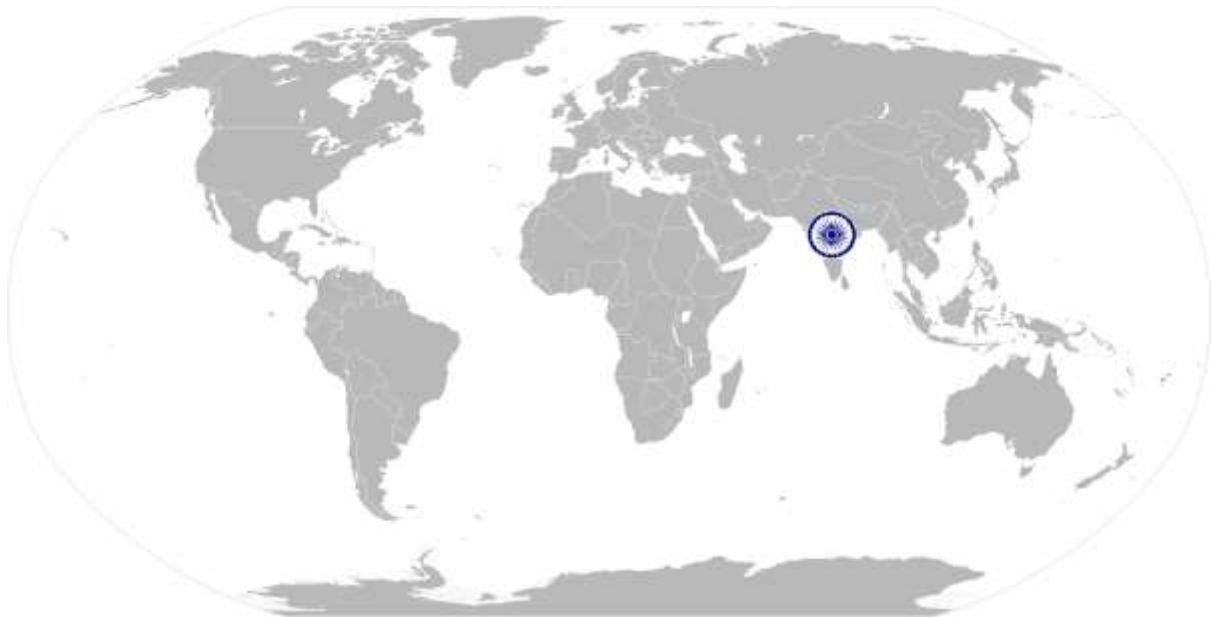


National Occupational Standard



Overview

This unit is about installing simple, non-complex software products/applications and carrying out some basic configuration, where required

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Install simpler software products/applications

Applicable NOS Unit

Unit Code	SSC/ N 0304
Unit Title (Task)	Install simpler software products/applications
Description	This unit is about installing simple, non-complex software products/applications and carrying out some basic configuration, where required.
Scope	<p>This unit/task covers the following:</p> <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • co-ordinator of deployment plan • subject matter experts • client <p>Installation of:</p> <ul style="list-style-type: none"> • simple, non-complex software products/applications
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. identify any issues with deployment plans and clarify these with appropriate people</p> <p>PC2. identify any issues with installation guides and procedures and clarify any points which are unclear with appropriate people</p> <p>PC3. carry out installations following guides and procedures</p> <p>PC4. carry out basic product/application configuration, where required by deployment plans</p> <p>PC5. carry out basic tests to confirm successful installation of software products/applications</p> <p>PC6. make adjustments to installations and configurations within your level of competence and authority</p> <p>PC7. record installations on standard templates, highlighting any issues encountered</p> <p>PC8. liaise with appropriate people to obtain their acceptance of successful installation</p> <p>PC9. obtain advice and guidance from appropriate people on any issues with software products/applications installation and configuration outside your level of competence or authority</p> <p>PC10. recommend to appropriate people any ways in which installation procedures can be improved</p> <p>PC11. follow your organization's policies, procedures and guidelines when installing software products/applications.</p>
Knowledge and Understanding (K)	
A. Organizational	You need to know and understand:

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<p>Context (Knowledge of the company/ organization and its processes)</p>	<p>KA1. your organization’s policies, procedures and priorities for installing simpler software products/applications and your role in applying these</p> <p>KA2. how to interpret deployment plans</p> <p>KA3. who to liaise with regarding acceptance, advice, guidance and recommendations for improvement</p> <p>KA4. the limits of your role and responsibilities and who to seek guidance from in case of issues</p> <p>KA5. standard templates and tools to record the installation of software/applications and how to use them</p> <p>KA6. the range of methods and techniques used when working with others</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. the importance of following installation guides and procedures and how to use and apply these</p> <p>KB2. types of basic configuration that may be required when installing software products/applications</p> <p>KB3. how to configure and test software products/applications</p> <p>KB4. the range of tests used to configure software products /applications and how to use them</p> <p>KB5. the adjustments to installation/configuration that can be made within your competence and authority</p> <p>KB6. the importance of recording and reporting issues encountered when installing software/applications</p> <p>KB7. technologies relating to your area of work, including:</p> <ol style="list-style-type: none"> hardware devices (eg laptops, desktops, Blackberries) operating systems (eg Windows, UNIX, Macintosh) networks (eg LAN, WAN, VPN, IP, wireless, network devices) servers (eg Windows Server and Active Directory, VMware, Citrix)
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. communicate with others in writing</p> <p>SA2. complete accurate well written work with attention to detail</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA3. follow guidelines/procedures/rules and service level agreements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA4. listen effectively and orally communicate information accurately</p> <p>SA5. ask for clarification and advice from others</p>

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	SA6. communicate orally with colleagues regarding queries
B. Professional Skills	Decision Making
	You need to know and understand how to:
	SB1. make decisions on suitable courses of action or responses
	Plan and Organize
	You need to know and understand how to:
	SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB3. deliver consistent and reliable service to customers
	SB4. check your own work meets customer requirements
	SB5. work effectively in a customer facing environment
	Problem Solving
	You need to know and understand how to:
	SB6. seek clarification on problems from others
SB7. refer anomalies to the supervisor	
Analytical Thinking	
You need to know and understand how to:	
SB8. configure data and disseminate relevant information to others	
SB9. pass on relevant information to others	
Critical Thinking	
You need to know and understand how to:	
SB10. apply balanced judgments to different situations	
Attention to Detail	
You need to know and understand how to:	
SB11. check your work is complete and free from errors	
SB12. get your work checked by others	
Team Working	
You need to know and understand how to:	
SB13. work independently and collaboratively	
SB14. contribute to the quality of team working	
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively to input and/or extract data accurately
	SC2. agree objectives and work requirements
	SC3. keep up to date with changes, procedures and practices in your field of expertise

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NOS Version Control

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Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	0.1
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
		Next review date	31/03/2019

