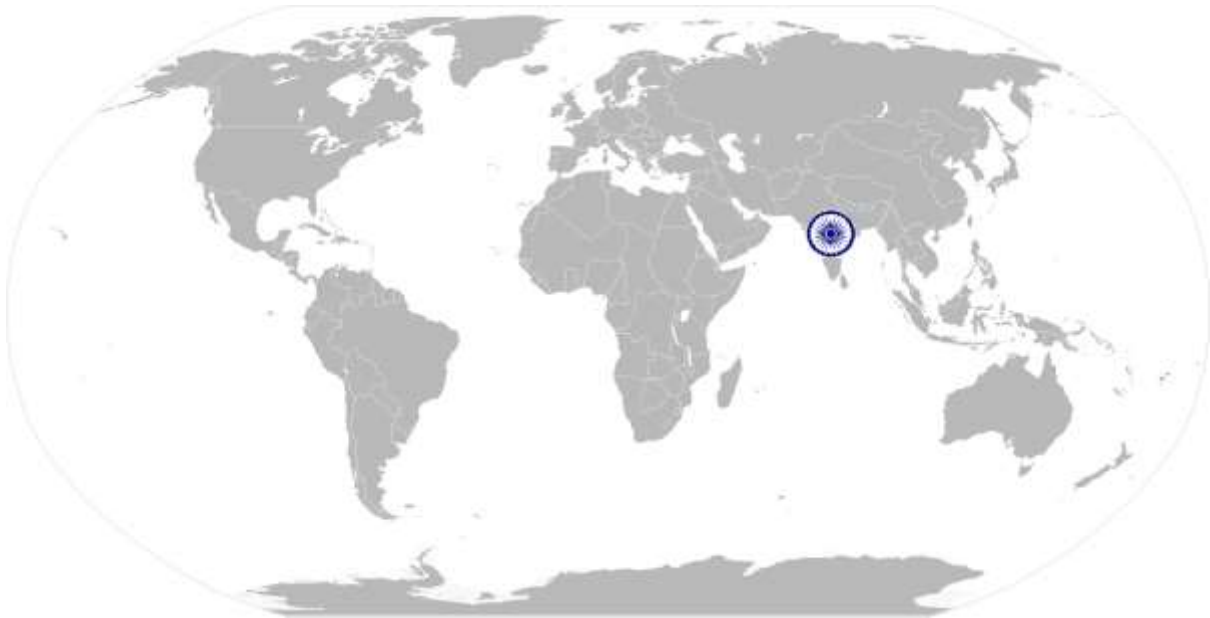


National Occupational Standard




Overview

This unit is about installing and configuring simpler hardware and software applications in response to customer service requests. More complex service requests must be referred to appropriate people with more specialist knowledge and skills.

SSC/ N 0305

Carry out installation/configuration of applications

Applicable NOS Unit	Unit Code	SSC/ N 0305
	Unit Title (Task)	Carry out installation/configuration of applications
	Description	This unit is about installing and configuring simpler hardware and software applications in response to customer service requests. More complex service requests must be referred to appropriate people with more specialist knowledge and skills.
	Scope	<p>This unit/task covers the following:</p> <p>Service requests received via:</p> <ul style="list-style-type: none"> • telephone • e-mail • IT systems • face-to-face <p>Installation/configuration includes:</p> <ul style="list-style-type: none"> • hardware • printers/peripherals • software • anti-virus • access management • security hardening <p>Customers:</p> <ul style="list-style-type: none"> • internal • external <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • colleagues • subject matter experts 
Performance Criteria (PC) w.r.t. the Scope		
		<p>To be competent, you must be able to:</p> <p>PC14. record and acknowledge service requests for installation/ configuration of basic applications using your organization’s tools and procedures</p> <p>PC15. obtain sufficient information from customers to accurately identify the nature of service requests</p> <p>PC16. access your organization’s knowledge base to identify procedures/guidelines/ checklists for installation/configuration of basic applications</p> <p>PC17. use your organization’s procedures/guidelines/checklists to install/configure applications within your level of competence and authority</p> <p>PC18. refer service requests for installation/configuration outside your level of competence and authority to appropriate people</p>

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	<p>PC19. obtain help or advice from appropriate people, where necessary</p> <p>PC20. obtain confirmation from customers that service requests have been fulfilled to their satisfaction</p> <p>PC21. record the completion of service requests accurately using your organization's tools and procedures</p> <p>PC22. comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when carrying out basic application installation/ configuration</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <p>KA8. your organization's policies, procedures, guidelines and service level agreements (SLAs) for carrying out installation/configuration of applications</p> <p>KA9. typical information required to allow you to identify the nature of service requests</p> <p>KA10. methods and techniques used to deal with service requests</p> <p>KA11. the range of methods and techniques, including types of questioning, used when dealing with customers</p> <p>KA12. the limits of your role and responsibilities in relation to installation/ configuration of applications</p> <p>KA13. who to refer problems to when they are outside the limit of your authority</p> <p>KA14. your organization's tools, templates and processes for recording service requests, including completed requests, and how to use these</p> <p>KA15. your organization's knowledge base and how to access, use and update this</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB5. different types of service requests that may occur and how to deal with these</p> <p>KB6. methods and tools used for carrying out installation/configuration of applications</p> <p>KB7. how to install/configure the range of applications used by your organization</p> <p>KB8. technologies relating to your area of work, including:</p> <ol style="list-style-type: none"> a. hardware devices (eg laptops, desktops, Blackberries) b. operating systems (eg Windows, UNIX, Macintosh) c. servers (eg Windows Server and Active Directory, VMware, Citrix)
Skills (S)	
<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>	

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	SA3. follow instructions/guidelines/procedures/rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA4. listen effectively and orally communicate information accurately
	SA5. ask for clarification and advice from others
B. Professional Skills	Decision Making
	You need to know and understand how to:
	SB1. make decisions on suitable courses of action
	SB2. follow rule-based decision-making processes
	Plan and Organize
	You need to know and understand how to:
	SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB4. work effectively in a customer facing environment
	SB5. check your own work meets customer requirements
	Problem Solving
	You need to know and understand how to:
	SB6. apply problem-solving approaches in different situations
	SB7. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to:
	SB8. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to:
	SB9. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB10. check your work is complete and free from errors
	Team Working
	You need to know and understand how to:
	SB11. work independently and collaboratively
	SB12. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively to input and/or extract data accurately
	SC2. store and retrieve information
	SC3. agree objectives and work requirements
	SC4. keep up to date with changes, procedures and practices in your role

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NOS Version Control

NOS Code	SSC/ N 0305		
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

