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SELF-ASSESSMENT GUIDE

Qualification Title:	COMPUTER SYSTEMS SERVICING NC II			
Units of Competency Covered	<ul style="list-style-type: none"> • Install and Configure Computer Systems • Setup Computer Networks • Setup Computer Servers • Maintain and Repair Computer Systems Networks 			
Instruction: Read each question and check the appropriate box to indicate your answer.				
Can I?			YES	NO
INSTALL AND CONFIGURE COMPUTER SYSTEMS				
<i>Assemble computer hardware</i>				
• Plan and prepare unit for assembly*				
• Identify and obtain materials necessary to complete the work and check against system requirements*				
• Obtain tools, equipment and testing devices to carry out the work and check for correct operation and safety*				
• Assemble following computer hardware according to established OH & S policies and procedures and system requirements* <ul style="list-style-type: none"> – Motherboard and its components – Hard drives and its accessories – Power supply – Peripherals such as keyboard, mouse, cables 				
• Perform Basic Input Output System(BIOS) configuration based on system requirements*				
<i>Prepare installer</i>				
• Create portable bootable devices according to software manufacturer's instruction*				
• Prepare customized installers according to software utilization guide and end-user agreement*				
• Install portable applications according to software user guide and software license*				
<i>Install operating system and drivers for peripherals/ devices</i>				
• Install operating system according to established installation procedure and end-user agreement*				
• Install and configure drivers of peripherals and devices according to manufacturer's instructions and OS installation procedures*				
• Access and install OS and drivers updates/patches based on manufacturer's recommendations and requirements*				
• Check quality of work according to established procedures*				

<i>Install application software</i>		
• Install application software based on installation guides, end-user agreement and license agreement *		
• Carry out variation in application software installation according to manufacturer's recommendations and requirements*		
• Access and install software updates based on manufacturer's recommendations and requirements*		
<i>Conduct testing and documentation</i>		
• Test devices/systems/installation to determine whether they conform to requirements*		
• Conduct stress test to ensure reliability of equipment		
• Follow 5S and 3Rs according to environmental policies		
• Complete and forward the documentation to appropriate personnel and/or authority		
SET UP COMPUTER NETWORKS		
<i>Install network cables</i>		
• Determine and plan cable routes according to network design *		
• Identify and obtain network materials necessary to complete the work according to established procedures and check against system requirements*		
• Obtain tools, equipment and testing devices needed to carry out the installation work in accordance with established procedures and check for correct operation and safety*		
• Use appropriate personal protective equipment and follow OHS policies and procedures		
• Perform copper cable splicing in accordance with the standards such as the 568A and 568B color coding cabling standards*		
• Install network cables and cable raceway in accordance with established procedures and installation requirements* (slotted PVC, metallic raceway, flexible conduit)		
• Perform and check installation work to ensure compliance with requirements*		
• Follow 5S and 3Rs according to environmental policies		
<i>Set network configuration</i>		
• Check network connectivity of each terminal in accordance with network design*		
• Diagnose and remedy network fault or problem in line with the standard operating procedures*		
• Configure network interface card (NIC) settings in accordance with network design* - Configure IP address of all devices are configured		

• Carry out communication checking between terminals in accordance with OS network configuration guides* (File sharing, Access network resources)		
• Respond to unplanned events or conditions in accordance with established procedures*		
<i>Set router/Wi-Fi/ wireless access point/repeater configuration</i>		
• Configure and set router*		
• Configure client device systems settings in accordance with manufacturer's instructions, end-user preference and network design*		
• Configure client computer wi-fi access*		
• Configure local area network (LAN) port*		
• Configure wide area network (WAN) port*		
• Configure wireless settings*		
• Configure security/firewall/advance settings*		
<i>Inspect and test the configured computer networks</i>		
• Undertake final inspection to ensure that the configuration conforms with the manufacturer's instructions/manual*		
• Check computer networks to ensure safe operation*		
• Prepare/complete reports according to company requirements*		
SET UP COMPUTER SERVERS		
<i>Set-up user access</i>		
• Create user folder in accordance with network operating system features*		
• Configure user access level based on NOS features and established network access policies and end-user requirements*		
• Perform security check in accordance with established network access policies/end-user requirements*		
<i>Configure network services</i>		
• Check normal functions of server in accordance with manufacturer's instructions*		
• Install/update required modules/add-ons based on NOS installation procedures*		
• Confirm network services to be configured based on user/system requirements*		
• Check operation of network services based on user/system requirements*		
• Respond to unplanned events or conditions in accordance with established procedure*		

<i>Perform testing, documentation and pre-deployment procedures</i>		
• Perform pre-deployment procedures based on enterprise policies and procedures*		
• Perform operation and security check based on end-user requirements*		
• Prepare and complete reports according to enterprise policies and requirements*		
MAINTAIN AND REPAIR COMPUTER SYSTEMS AND NETWORKS		
<i>Plan and prepare for maintenance and repair</i>		
• Plan and prepare maintenance and/or diagnosis of faults in line with job requirements*		
• Obtain and check tools, equipment and testing devices for correct operation and safety (Hardware and Software tools)		
• Obtain and check materials necessary to complete the work in accordance with established procedures and checks against job requirements		
• Follow OHS policies and procedures		
• Check computer systems and networks for maintenance against job/service order instructions and specifications*		
<i>Maintain computer systems and networks</i>		
• Use appropriate personal protective equipment in line with standard procedures		
• Check normal function of computer systems and networks based on manufacturer's instructions		
• Perform scheduled/periodic maintenance in accordance with manufacturer's requirements		
• Perform necessary repairs/replacements in accordance with established procedures		
• Respond to unplanned events or conditions in accordance with established procedures		
<i>Diagnose faults of computer systems and networks</i>		
• Diagnose faults or problems in the computer systems and networks according to requirements and in line with the standard procedures*		
• Manage and implement contingency measures in accordance with established procedures		
<i>Rectify/correct defects in computer systems and networks</i>		
• Replace or correct defective components or parts without damage to the surrounding environment or services*		
• Make adjustments, if necessary in accordance with established procedures*		
<i>Inspect and test the computer systems and networks</i>		

• Clean and clear work site of all debris to ensure safety in accordance with company procedures		
• Follow 5S and 4Rs according to environmental policies		
• Undertake final inspections to ensure that the testing conducted on the device conforms with the manufacturer's instructions/manual*		
• Check and test computer systems and networks to ensure safe operation*		
• Prepare and complete reports according to company requirements*		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's Name & Signature:		Date:

*NOTE: * Critical Aspects of Competency*

Evaluated by: <div style="text-align: center;">_____</div> AC Manager Date:	<input type="checkbox"/> Qualified for Assessment <input type="checkbox"/> Not yet Qualified for Assessment
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