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| Reference No. | | | | | | | | | | | | | | | | | |
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SELF-ASSESSMENT GUIDE

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| 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* | | | |

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| <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 | | |

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| <ul style="list-style-type: none"> Carry out communication checking between terminals in accordance with OS network configuration guides* (File sharing, Access network resources) | | |
| <ul style="list-style-type: none"> Respond to unplanned events or conditions in accordance with established procedures* | | |
| <i>Set router/Wi-Fi/ wireless access point/repeater configuration</i> | | |
| <ul style="list-style-type: none"> Configure and set router* | | |
| <ul style="list-style-type: none"> Configure client device systems settings in accordance with manufacturer's instructions, end-user preference and network design* | | |
| <ul style="list-style-type: none"> Configure client computer wi-fi access* | | |
| <ul style="list-style-type: none"> Configure local area network (LAN) port* | | |
| <ul style="list-style-type: none"> Configure wide area network (WAN) port* | | |
| <ul style="list-style-type: none"> Configure wireless settings* | | |
| <ul style="list-style-type: none"> Configure security/firewall/advance settings* | | |
| <i>Inspect and test the configured computer networks</i> | | |
| <ul style="list-style-type: none"> Undertake final inspection to ensure that the configuration conforms with the manufacturer's instructions/manual* | | |
| <ul style="list-style-type: none"> Check computer networks to ensure safe operation* | | |
| <ul style="list-style-type: none"> Prepare/complete reports according to company requirements* | | |
| SET UP COMPUTER SERVERS | | |
| <i>Set-up user access</i> | | |
| <ul style="list-style-type: none"> Create user folder in accordance with network operating system features* | | |
| <ul style="list-style-type: none"> Configure user access level based on NOS features and established network access policies and end-user requirements* | | |
| <ul style="list-style-type: none"> Perform security check in accordance with established network access policies/end-user requirements* | | |
| <i>Configure network services</i> | | |
| <ul style="list-style-type: none"> Check normal functions of server in accordance with manufacturer's instructions* | | |
| <ul style="list-style-type: none"> Install/update required modules/add-ons based on NOS installation procedures* | | |
| <ul style="list-style-type: none"> Confirm network services to be configured based on user/system requirements* | | |
| <ul style="list-style-type: none"> Check operation of network services based on user/system requirements* | | |
| <ul style="list-style-type: none"> Respond to unplanned events or conditions in accordance with established procedure* | | |

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| <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> | | |

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| <ul style="list-style-type: none"> • Clean and clear work site of all debris to ensure safety in accordance with company procedures | | |
| <ul style="list-style-type: none"> • Follow 5S and 4Rs according to environmental policies | | |
| <ul style="list-style-type: none"> • Undertake final inspections to ensure that the testing conducted on the device conforms with the manufacturer's instructions/manual* | | |
| <ul style="list-style-type: none"> • Check and test computer systems and networks to ensure safe operation* | | |
| <ul style="list-style-type: none"> • Prepare and complete reports according to company requirements* | | |
| <p>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.</p> | | |
| <p>Candidate's Name & Signature:</p> | <p>Date:</p> | |

*NOTE: * Critical Aspects of Competency*