SOFTWARE INSTALLATION

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

Relationship to Occupational Standards
This unit addresses the unit of competency: Installation of Computer Software

Duration of Unit: 150 hours

Unit Description:
This unit describes the competencies required in Installing computer software. It involves Identification of software to be installed, installation of the software, configuration of the software, software testing, user training and software maintenance.

Summary of Learning Outcomes:

1. Identify software to be installed
2. Install the software
3. Configure the software
4. Test software functionality
5. Perform user training
6. Perform Software Maintenance

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Identification of software to be installed	- Definition of software - Classification of software ✓ System ✓ Application ❑Criteria for selection ❑Operating systems ❑Types of operating systems ✓ Single and multi-user ✓ Single and multitasking ✓ Real time ✓ Distributed	• Practical • Oral questioning • Written test

		✓ Batch	

		□ Functions of operating systems
		  ✓ Device management
		  ✓ Memory management
		  ✓ Storage management
		  ✓ Process control
		  ✓ Security Management
		
		□ Types of operating system interfaces
		  ✓ Command-line/character user
		  ✓ Menu driven
		  ✓ Graphical user Interface	

2. Install the software	□ Define software installation
	□ Acquisition of software
	□ Installation media
	□ Software installation legal requirements
	□ Existing data protection
	□ Types of software installation
	  ✓ Attended
	  ✓ Unattended
	  ✓ Headless
	  ✓ Schedule/Automated
	  ✓ Clean/Updating
	  ✓ Network
	□ Software and installation and registration
	□ Software configuration
	□ Importance of registration
		• Practical
		• Observation
		• Written tests
		• Writing reports

3. Software configuration management	❑ Software configuration components
	  ✓ software configuration identification
	  ✓ software configuration control
	  ✓ software configuration status accounting and auditing
	❑ Reasons for software configuration
	  ✓ Tracking
	  ✓ Controlling
	
	❑ Importance of software configuration management
		• Practical
		• Observation
		• Written tests
		• Writing reports

	✓ Identification ✓ Management ❑ Auditing and accounting		

4. Test software functionality	❑ Define software installation testing
	❑ Installation checklist
	❑ Functional Testing
	    ✓ Mainline functions
	    ✓ Basic Usability
	    ✓ Accessibility
	    ✓ Error Conditions
		• Practical
		• Oral
		• Short tests
		• Learner portfolio of evidence.

5. Perform user training	❑ Keys to Developing an End User Training Plan
	    ✓ Determine user skill set
	    ✓ Creating a training program
	    ✓ Setting training goals
	    ✓ Training delivery methods
	    ✓ Assessing end-user needs
	❑ Training feedback
		• Practical
		• Oral
		• Short tests

6. Perform software Maintenance	❑ Develop software maintenance schedule ❑ Evaluate the software ❑ Perform maintenance procedures ❑ Software maintenance report generated	• Practical • Oral • Short tests

Suggested Methods of Delivery

- Presentations and practical demonstrations by trainer;
- Guided learner activities and research to develop underpinning knowledge;
- Supervised activities and projects in a workshop;

The delivery may also be supplemented and enhanced by the following, if the opportunity allows:

- Visiting lecturer/trainer from the ICT sector;
- Industrial visits.

Recommended Resources

Tools
Diagnostic tools
Utility programs
Processor and memory optimizers

Wise Installer CruiseControl.Net Deploy Master Install Aware
Equipment External Hard disk Flash disk CD/DVD Computers
Materials and supplies   - Digital instructional material including DVDs and CDs;   - Operating system   - Machines   - Power   - Application software
Reference materials Manufacturers manuals