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| **COMPUTER SYSTEM OPERATION** | | | | |
| **Competency Unit (CU) : MOBILE DEVICE CONFIGURATION** | **Code : IT-020-3:2013-C07** | | | |
| **Work Activity 1: Analyse job order/ change request** | **Duration :** 5 Hours | | | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:  1.1 Describe network accessibility needs such as  1.1.1 Type of connection  1.1.1.1 WiFi  1.1.1.2 Cellular  1.1.1.3 Bluetooth  1.1.1.4 NFC (Near Field Communication)  1.1.1.5 Infrared  1.1.1.6 USB  1.1.2 List of duration network access  1.1.2.1 On-demand  1.1.2.2 Frequent  1.1.3 List of location network access such as  1.1.3.1 Local  1.1.3.2 Remote area  1.1.3.3 Overseas/VPN  1.2 Describe network accessibility purpose such as  1.2.1 Email & messaging  1.2.2 Web browsing  1.2.3 Voice-Over IP  1.2.4 Tele-conference  1.2.5 Access company resources (server, printer)  1.2.6 Document collaboration  1.2.7 File sharing  1.2.8 Tele-marketing  1.2.9 Remote support  1.2.10 Navigation  1.2.11 Etc  1.3 Explain types of mobile device and device specification  1.3.1 Device Type  1.3.1.1 Mobile phone (Smartphone)  1.3.1.2 Tablet  1.3.1.3 PDA (Personal Digital Assistant)  1.3.1.4 Pager (if available)  1.3.1.5 Navigation device  1.3.2 Mobile device specification  1.3.2.1 Device maker / brand / model  1.3.2.2 RAM capacity  1.3.2.3 Storage size  1.3.2.4 Screen display type  1.3.2.5 Input method  1.3.2.6 Connectivity  1.3.2.7 OS type and OS version  1.3.2.8 Processor type  1.3.2.9 Etc  1.4 Describe the required mobile application information such as  1.4.1 Type of application software  1.4.2 Software version  1.4.2.1 Licenses  1.4.2.2 Freeware  1.5 Define mobile application compatibility such as  1.5.1 Minimum device hardware & software installation requirement  1.5.2 OS and software version  1.5.3 Security setting requirement  1.5.4 Network availability / coverage | | | | |
| **Work Activity 2 : Carry out mobile device configuration** | | | **Duration : 6** Hours | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:  2.1 Understand mobile device configuration setting  2.1.1 Device setting menu  2.1.2 Network configuration  2.1.2.1 IP address  2.1.2.2 Authentication  2.1.2.3 SSID  2.1.3 Define network testing and troubleshooting(e.g speedtest application, etc)    2.2 Describe mobile application installation and configuration procedure  2.2.1 Application without configuration (e.g. torchlight)  2.2.2 Application with configuration (e.g. converter,etc)  2.3 Explain mobile device configuration testing  2.3.1 Authentication test  2.3.2 Network accessibility and communication test  2.3.3 Application test  2.4 Explain security setting configuration  2.4.1 Device OS security  2.4.2 User’s account security  2.4.3 Network/access security  2.4.3.1 Biometric  2.4.3.2 Password  2.5 Understand mobile device configuration according to company security policy | | | | |
| **Work Activity 3 : Perform mobile device troubleshoot** | | **Duration : 5** Hours | | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:  3.1 Describe types of Mobile device problems  3.1.1 Symptom, error messages and logs  3.1.2 Device functionality test  3.2 Explain troubleshoot general action requirement such as  3.2.1 Device warranty information  3.2.2 Authorize service centre  3.2.3 User schedule  3.2.4 Troubleshoot guideline and procedure  3.2.5 Data backup  3.3 Describe user’s data retrieval and back-up such as  3.3.1 Type of data  3.3.1.1 Personal  3.3.1.2 Official  3.3.2 Backup method  3.3.4 Backup location  3.3.4.1 Local  3.3.4.2 Cloud  3.4 Explain mobile device troubleshoot action such as  3.4.1 Hardware functionality test  3.4.2 Software removal, re-installation and re-configuration procedure  3.5 Describe prosedure restoration of device’s software, application and user’s data  3.5.1 Factory restore  3.5.2 Data restore from backup  3.6 Describe procedure mobile device operation testing  3.6.1 Hardware functionality test  3.6.2 Cellular/network access and communication test  3.6.3 Software and application test | | | | |
| **Work Activity 4 : Carry out mobile device commissioning** | | | **Duration : 2** Hours | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:  4.1 Explain handing over of Mobile device and gadget to end-user  4.4.1 Device packing  4.4.2 Device handling procedure  4.2 Define User Acceptance Test (UAT)  4.2.1 Network and communication access test  4.2.2 Software and application installation  4.2.3 Security and safety advise  4.3 Define mobile device set-up documentation such as  4.3.1 User’s information  4.3.1.1 Name  4.3.1.2 Location  4.3.1.3 Department  4.3.1.4 ID  4.3.1.5 Etc  4.3.2 Device information  4.3.2.1 IP address  4.3.2.2 User ID  4.3.2.3 Firmware  4.3.2.4 Etc  4.3.3 Company resources accessed by the device  4.3.3.1 server  4.3.3.2 printer  4.3.3.3 application (e.g. inventory apps, etc)    4.4 Define asset record such as  4.4.1 Company inventory update  4.4.2 Refer to user’s and device information | | | | |
| **TOTAL** | | | | **18 Hours** |