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| --- | --- | --- | --- |
| JPK's logo  sldn's logo  **LEARN AND WORK ASIGNMENT**  **(LWA)** | | | |
| **NOSS**  **(CODE NOSS)** | **COMPUTER SYSTEM OPERATION**  **(IT-020-3:2013)** | | |
| **Competency Unit Title**  **(CU CODE)** | **MOBILE DEVICE CONFIGURATION**  **(IT-020-3:2013-C07)** | **LEVEL** | **3** |
| **Competency Unit Descriptor** | Mobile device refers to a variety of devices that allow people to access data and information from where ever they are. This includes smart phones, PDA and tablet.  Mobile device configuration is an activity in setting up parameters value on the mobile device. The objective of mobile device configuration is to program the device and making it ready for execution as well as to provide link between the mobile device and the computer system for data sharing, printing and other purposes.  The person who is competent in this competency unit shall be able to install and configure mobile application, configure security setting, carry out configuration testing and execute mobile device troubleshooting in accordance with manufacturer instruction manual and company SOP.  The outcome of this competency is to prepare mobile device ready for execution and connect it with computer system connectivity according to user’s requirement. | | |
| **Candidate Name** |  | | |
| **Candidate I/C**  **Number** |  | | |
| **Company’s Name** |  | | |

**CU WORK ACTIVITY STATEMENT**:

PERFORM MOBILE DEVICE CONFIGURATIONACTIVITIES

**DURATION:**

**A. SETTING GOAL**

You are required to perform mobile device configuration activities based on performance criteria below:

* 1. Define and interpret job order/change request according company procedure
  2. Prepare checklist according company procedure
  3. Obtain user’s needs and requirements
  4. Identify types of mobile device and device operating systems
  5. Identify mobile application requirement according client requirement
  6. Identify and confirm mobile application compatibility
  7. Install and configure mobile application according user requirement and company policy
  8. Configure mobile device setting
  9. Test and verify mobile device configuration
  10. Carry out security configuration setting in accordance with user’s security requirement
  11. Diagnose mobile device problem
  12. Prepare troubleshoot checklist
  13. Perform user’s data retrieval and back-up
  14. Perform mobile device troubleshoot action according device troubleshooting guide
  15. Restore user’s software according company Standard Operating Procedure (SOP)
  16. Hand over mobile device and gadget to user
  17. Perform User Acceptance Test (UAT) according to company SOP
  18. Record mobile computer set-up details for future reference.
  19. Record and register mobile computer set-up checklist in according company guideline
  20. Prepare job order / change request report

**B. PLANNING**

You are required to plan activities in performing mobile device configurationto achieve setting goal by using resources listed below:

* 1. Identify tools, equipment & materials.

|  |  |
| --- | --- |
| **ITEMS** | **RATIO (TEM : Trainees)** |
| 1. LCD Projector 2. Laptop/PC 3. Mobile device    1. Mobile phone (Smartphone)    2. Tablet    3. PDA (Personal Digital Assistant)    4. Pager 4. Mobile devices operating system and software 5. Sample of manufacturer instruction manual 6. Sample of company inventory report 7. Sample of job order / change request report | 1:25  1:25  1:5  1:5  1:1  1:1  1:1 |

* 1. Perform mobile device configuration work flow.
  2. Identify mobile device configuration procedures, flow chart and correct sequence.
  3. Plan duration/time of mobile device configuration procedures according to mobile device specification
  4. Identify manpower in performing mobile device configuration activities.
  5. You may review references as guidelines in performing this activity.

|  |
| --- |
| REFERENCES |
| 1. Amjad Umar (2004). Mobile Computing And Wireless Communications. Nge   Solutions ISBN-13: 978-0-9759182-0-3   1. Chander Dhawan (1997). Mobile Computing: A Systems Integrator's Handbook (1st). Mcgraw-Hill Companies. ISBN-13: 978-0-07-016769-8 2. Lynn Wright (editor) (2011). Laptops and Mobile Devices Made Easy. Books.   ISBN-13: 978-1-84490-117-3   1. Raj Kamal (2008). Mobile Computing. Oxford University Press, USA.   ISBN-13: 978-0-19-568677-7   1. Tilmann Bollmann (2010). Mobile Computing (1st Edition). W3l.   ISBN-13: 978-3-86834-005-1 |

**C. DECISION MAKING**

* 1. You are required to get coach approval before performing mobile device configuration activities.

**D. EXECUTING & MONITORING**

You are required to perform mobile device configuration activities according to the steps below:

* 1. Ensure network accessibility needs and purpose
  2. Ensure mobile device specification
  3. Evaluate mobile device software and application
  4. Ensure mobile application compatibility
  5. Carry out mobile device setting and configuration
  6. Install and configure mobile application
  7. Configure mobile device security setting
     1. Device OS security
     2. User’s account security
     3. Network access security
  8. Carry out mobile device configuration test
     1. Authentication test
     2. Network accessibility and communication test
     3. Application test
  9. Diagnose mobile device problem
  10. Perform user’s data retrieval and back-up
  11. Execute mobile device troubleshoot
  12. Restore device’s software, application and user’s data
  13. Carry out mobile device operation testing
  14. Perform User Acceptance Test (UAT)
  15. Carry out mobile device documentation
  16. Update company inventory
  17. Prepare job order / change request report
  18. Comply with attitude, safety and environment listed below when performing this activity.

|  |  |  |
| --- | --- | --- |
| **ATTITUDE** | **SAFETY** | **ENVIRONMENTAL** |
| Detail in assessing network accessibility needs and mobile device specification | Adhere to company procedure | Adhere to company procedure |
| Thorough in evaluating mobile application compatibility | Adhere to company security procedure | Adhere to company security procedure |
| Detail and through when configure mobile device setting | Adhere to company confidentiality policy | Adhere to company confidentiality policy |
| Analytical mind and accurate when conducting configuration test |  |  |
| Detail and through when diagnose mobile device problem |  |  |
| Analytical mind and accurate when performing mobile device troubleshoot |  |  |
| Transparent and detail in preparing mobile devices set-up report |  |  |
| Accountable in updating company inventory |  |  |

4.19 Apply core activities listed below when performing this activity.

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication skills | 02.03 Communicate clearly |
| Conceptual skills | 01.02 Document information procedures or  processes.  02.04 Prepare brief reports and checklist  using standard forms. |
| Interpersonal skills | 01.11 Apply thinking skills and creativity.  03.01 Apply cultural requirement to the  workplace.  03.07 Resolve interpersonal conflicts.  03.15 Liaise to achieve identified outcomes.  03.16 Identify and assess client/customer  needs.  04.02 Set and revise own objectives and  goals. |
| Leadership skills | 01.01 Identify and gather information.  02.11 Convey information and ideas to  people.  03.02 Demonstrate integrity and apply  practical practices.  03.05 Demonstrate safety skills.  03.06 Respond appropriately to people and  situations.  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility.  04.07 Negotiate acceptance and support for  objectives and strategies.  06.04 Adapt competencies to new situations/systems. |
| Learning skills | 01.03 Utilize basic IT application  01.04 Analyse information.  01.05 Utilize the Internet to locate and gather  information.  01.06 Utilize word processor to process information  05.01 Implement project/work plans.  06.01 Understand systems.  06.03 Identify and highlight problems.  06.05 Analyse technical systems.  06.06 Monitor and correct performance of systems. |
| Multitasking and prioritizing | 02.10 Prepare reports and instructions.  04.03 Organize and maintain own workplace. |

|  |  |
| --- | --- |
| Self-discipline | 02.01 Interpret and follow manuals,  instructions and SOP's.  03.03 Accept responsibility for own work and  work area.  04.01 Organize own work activities.  04.02 Set and revise own objectives and  goals.  06.02 Comply with and follow chain of command. |
| Teamwork | 03.08 Develop and maintain a cooperation  within work group.  03.13 Develop and maintain team harmony  and resolve conflicts.  03.14 Facilitate and coordinate teams and  ideas. |

**E. EVALUATING**

You are required to evaluate mobile device configurationactivities using the checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **A** | **ASSESSMENT CRITERIA**  **(60%)** | **MARKS GIVEN BY APPRENTICE** | | | | | **MARKS GIVEN BY**  **COACH** | | | | |
| **0** | **1-2** | **3-4** | **5-6** | **7** | **0** | **1-2** | **3-4** | **5-6** | **7** |
| 1 | Network accessibility needs assessed |  |  |  |  |  |  |  |  |  |  |
| 2. | Network accessibility purpose identified |  |  |  |  |  |  |  |  |  |  |
| 3. | Mobile device specification assessed |  |  |  |  |  |  |  |  |  |  |
| 4. | Mobile application software evaluated |  |  |  |  |  |  |  |  |  |  |
| 5. | Mobile application compatibility assessed |  |  |  |  |  |  |  |  |  |  |
| 6. | Mobile device setting configuration carried out |  |  |  |  |  |  |  |  |  |  |
| 7. | Mobile application  installed and configured |  |  |  |  |  |  |  |  |  |  |
| 8. | Mobile device security setting configured |  |  |  |  |  |  |  |  |  |  |
| 9. | Mobile device configuration testing carried out |  |  |  |  |  |  |  |  |  |  |
| 10. | Diagnose mobile device problem |  |  |  |  |  |  |  |  |  |  |
| 11. | User’s data retrieval and back-up performed |  |  |  |  |  |  |  |  |  |  |
| 12. | Mobile device troubleshoot executed |  |  |  |  |  |  |  |  |  |  |
| 13. | Device’s software, application and user’s data restored |  |  |  |  |  |  |  |  |  |  |
| 14. | Mobile device operation testing carried out |  |  |  |  |  |  |  |  |  |  |
| 15. | User Acceptance Test performed |  |  |  |  |  |  |  |  |  |  |
| 16. | Mobile device documentation carried out |  |  |  |  |  |  |  |  |  |  |
| 17. | Company inventory updated |  |  |  |  |  |  |  |  |  |  |
| 18. | Job order / change request report produced |  |  |  |  |  |  |  |  |  |  |
|  | **SUBTOTAL** | **A1** | | | | | **A2** | | | | |
|  | **FULL MARKS** | **126** | | | | | **126** | | | | |
| **B** | **ATTITUDE/SAFETY/**  **ENVIRONMENT**  **(20%)** | **MARKS GIVEN BY APPRENTICE** | | | | | **MARKS GIVEN BY**  **COACH** | | | | |
| **0** | **1-2** | **3-4** | **5-6** | **7** | **0** | **1-2** | **3-4** | **5-6** | **7** |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | **B1** | | | | | **B2** | | | | |
|  |  | **21** | | | | | **21** | | | | |
| **C** | **EMPLOYABILITY SKILLS**  **(SOCIAL SKILLS)**  **(20%)** | **MARKS GIVEN BY APPRENTICE** | | | | | **MARKS GIVEN BY**  **COACH** | | | | |
| **0** | **1-2** | **3-4** | **5-6** | **7** | **0** | **1-2** | **3-4** | **5-6** | **7** |
| 1 | Communication skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Conceptual skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Interpersonal skills |  |  |  |  |  |  |  |  |  |  |
| 4 | Multitasking and prioritizing |  |  |  |  |  |  |  |  |  |  |
| 5 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 6 | Teamwork |  |  |  |  |  |  |  |  |  |  |
| 7 | Learning skill |  |  |  |  |  |  |  |  |  |  |
| 8 | Leadership skill |  |  |  |  |  |  |  |  |  |  |
|  |  | **C1** | | | | | **C2** | | | | |
|  | **FULL MARKS** | **56** | | | | | **56** | | | | |

**CALCULATION TABLE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 126X 60 | A2 /126X 60 |
| ATTITUDE, SAFETY & ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 56X 20 | C2 / 56X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

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| COMMENTS/ RECOMMENDATIONS BY COACH |

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COACH: APPRENTICE:

DATE: DATE: