

## Overview

This standard is about selecting, safely setting up and using digital system components, storage media and peripheral devices and making sure that they are working properly, such as by testing, fault finding and solving problems.

It involves safely connecting up the components, storage media and peripheral devices needed for an IT system and connecting it to a communication service and running simple tests to check it is working successfully in line with organisational policies on the use of IT. It includes installing and setting up apps to meet needs and running virus protection software. It also involves being able to respond appropriately to common IT errors and problems.

## Performance criteria

You must be able to:

1. use appropriate interface features to interact with digital systems
2. adjust interface settings to meet user's needs
3. assemble the physical components of digital systems to comply with safety requirements
4. connect digital systems to IT communication services to meet organisational requirements
5. set up device software following manufacturer's instructions
6. run virus protection and other security software to maintain system protection
7. carry out appropriate routine maintenance of digital systems in line with manufacturer's instructions
8. backup and restore own files and folders in accordance with organisational guidelines
9. find appropriate solutions for problems during system set-up through appropriate navigation of help and support systems
10. take appropriate action to report and resolve routine IT problems in line with organisational guidelines and within own area of responsibility
11. comply with all organisational policies regarding the use of IT facilities

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## Knowledge and understanding

You need to know and understand:

1. regulations, organisational policies and procedures governing use of digital systems including IT health and safety and good practice, and how to apply them
2. how to identify operating systems and specifications of digital systems
3. different terminology used to describe digital systems and networks
4. types of hardware and software supported by an organization
5. different components that make up digital systems
6. the importance of using security software in accordance with organisational guidelines
7. methods for setting up printers and peripheral devices and how to apply them
8. how and when to report faults
9. where and when to get help and expert advice
10. details needed to connect to an Internet Service Provider
11. different types of connection methods that can be used to access the Internet
12. factors that affect system performance
13. how to maintain digital systems and equipment
14. methods to protect and prolong system use, including battery life
15. the importance of backing up files and folders and when to do this
16. how to adjust or customise digital systems to improve own accessibility

Use digital systems

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