

## 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 specifying and safely setting up an IT system with a range of hardware, removable storage media. It includes setting up and configuring software, peripheral devices, upgrading software apps, using IT tools to improve system performance and dealing appropriately with any routine IT problems.

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## Performance criteria

You must be able to:

1. identify the digital system components, storage and peripheral devices required to meet user needs
2. connect up the physical components of digital systems to comply with safety requirements including input, output and storage devices
3. install and configure printers and other peripheral devices in line with manufacturer's instructions
4. install and set up application software to meet organisational requirements
5. set up and configure virus protection and other security software in line with manufacturer's instructions
6. test that systems and communication services are working as required
7. Set up appropriate user accounts and permissions
8. configure the user interface to meet the needs of system users
9. set up and customise system settings to meet operational needs
10. establish efficient backup routines for own files and folders
11. restore systems to factory settings or last working state as appropriate
12. take appropriate action in the event of routine IT problems using help and troubleshooting facilities
13. respond to faults and error messages in line with appropriate guidance
14. synchronise devices and data on multiple devices or online/offline to meet operational needs

## Knowledge and understanding

You need to know and understand:

1. regulations, policies and procedures governing the set up and test of digital systems including IT health and safety and good practice, and how to apply them
2. types of computers, how they process information, and the purpose and function of different hardware components
3. factors to be considered in the specification and selection of digital systems
4. different types of network connections and their use for different situations
5. how to identify the operating system and capacity of a computer system
6. how to install application software, printers and peripheral software
7. how to distinguish routine from non-routine faults
8. how to report and respond to hardware and software problems
9. how to locate and use system troubleshooting guides
10. tests that can be used to check that digital systems are working correctly
11. methods that can be used to improve system performance and how to apply them
12. the purpose of regulations and/or procedures in relation to IT facilities within an organisation and the importance of complying with them
13. software requirements and techniques to connect and synchronise devices
14. how to adjust or customise digital systems to improve accessibility to meet the needs of others
15. reasons why software upgrades might be necessary
16. benefits and drawbacks of open source, cloud on demand and host applications
17. cost implications of mobile computing including use of Wi-Fi hot spots, international roaming and data download facilities
18. types of licenses used for software applications
19. how to restore systems and data from backup

## Configure digital systems

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