Overview

This standard is about selecting, configuring and using digital devices, including PC, laptop, tablet or smart phones. This includes implementing and configuring operating systems, internet connections, application software, data storage media and peripheral devices such as printers and scanners.

Configuring and using digital devices involves setting up a PC, laptop, tablet or smart phone and associated peripheral components (including keyboard, mouse, storage media and printers / scanners). It includes being aware of different storage media capacities and transfer rates. It also includes installing and configuring standard software including an operating system, browser, security software and standard office application software.

This standard is for those who need to undertake digital device configuration to meet their own needs or as part of their duties.

Performance criteria

You must be able to:

1. Connect interface components (including keyboard, mouse and screen) to a digital device using Universal Serial Bus (USB) or wireless connections to enable user interaction 2. Install, configure and test an operating system software download to control the device 3. Adjust the operating system user interface settings to meet user needs 4. Create directory and file structures to meet data storage and retrieval needs 5. Connect to an Internet Service Provider (ISP) through a router using Wi-Fi or cable connection to provide online services 6. Use standard internet performance tools to measure the quality of download and upload speeds 7. Connect and configure camera, speakers, printer and scanner components correctly 8. Connect and configure storage media to provide data backup solutions 9. Backup data to connected storage media in line with organisational procedures

Knowledge and understanding

You need to know and understand:

1. The standard digital device user interaction components (including keyboard, mouse and screen) and how to connect and configure them for use
2. The industry standard software installations that are used to operate digital device, including operating system, browser, security software and office application software
3. How to install an operating system to a digital device
4. How to setup the operating system to meet user needs
5. The different terminology used to describe digital devices, software and components
6. The standard peripheral components that can be added to a digital device
7. The industry standard data storage components used to connect to digital devices
8. The storage capacities and data transfer rates that storage devices use
9. The methods for setting up connected printers and peripheral devices and how to apply them
10. The standard tests that are used to check the system for issues
11. How to undertake internet performance tests that can be used to check the internet connection
12. How to identify and escalate faults identified in digital device and system implementation, configuration and operation
13. Where and when to get help and expert advice
14. The types of connection methods that can be used to access the Internet
15. What details are needed and how to connect to an Internet Service Provider (ISP)
16. The main factors that affect system performance

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Setup and use digital devices

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