

MODUL PENINGKATAN KEMAHIRAN PENGAJAR

TRADE :Teknologi Komputer (Sistem)
 NOSS CODE :D-041-2
 NOSS : Pembantu Juruteknik Sistem Komputer
 LEVEL : 2
 DURATION : 30 Days

NO	MODULE CODE	MODULE	NOSS/DUTY/TASK CODE	TERMINAL OBJECTIVE PERFORMANCE	FEES (RM) PERSON / DAY		CAPACITY	DURATION (DAY)	DATE
					HRDB	INDIVIDUAL			
1	M09-02-04	COMPUTER UPGRADING & ASSEMBLY	02.09, 02.11, 03.01, 03.02, 03.03, 03.04, 03.05, 03.06, 03.07, 03.08	<p>Check Computer System and Software, replace faulty parts and maintain computer system using tools and equipment such as work order, user/service manuals, oscilloscopes, hardware diagnostic tools, software tools, screw drivers, long nised pliers, utility software, work area layout plan, cleaning equipment checklist, cleaning materials and anti-static wrist band so that :</p> <ol style="list-style-type: none"> 1. Computer Room Condition (eg. temperature, humidity, facilities, etc.) and safety precaution (eg: fire fighting system) are located, identified, inspected, tested, recorded and reported to authorised personnel. 2. Computer System, and Peripherals are identified, the manuals studied, maintenance implemented and recorded. 3. Works order instructions, computer system and faulty parts identified ,tested, checked, replaced, reported to authorised personnel and the replacement tested and log recorded. 4. Software functionality is determined against its operating specifications and results recorded. 	160	80	10	10	02.02. - 13.02.2008
2	M09-02-05	PC SYSTEM SERVICES & MAINTENANCE	01.01, 01.02, 01.03, 01.04, 01.05, 01.06, 02.02, 02.03, 02.04, 02.05, 02.06, 02.10, 02.11	<p>Set up and upgrade computer system using tools such as screws, long-nosed pliers, device drivers, cable sets, configuration tools installation manual , application software and operating system installation software so that :</p> <ol style="list-style-type: none"> 1. Computer system and peripherals are connected and functioning according to specifications 2. Operating system and application software is configured, tested and documented accordingly. 3. Computer system application software and driver are configured, upgrade, tested and documented. 	160	80	10	13	10.03. - 26.03.2009
3	M09-02-06	BASIC NETWORKING	02.07, 02.08, 02.10	<p>Set up client workstation and check network/communication devices using tools and equipment such screw drivers, a network card, client software and workstations, multimeter, telephone, error logs and software diagnostic tools so that :</p> <ol style="list-style-type: none"> 1. The client workstation is set up, configured, connected, tested and the configuration is recorded. 2. Network/communications devices and communication connections are tested and errors are identified and recorded. 	160	80	10	3	23.02. - 25.02.2009
4	M09-02-08	COMPUTER SYSTEM SECURITY & ADMINISTRATION	01.07, 02.01, 06.01, 06.02, 06.03, 06.04, 07.01, 07.02	<p>Check system error logs and computer system environment, log service maintenance activities, acquire additional computer technical competencies and comply with company security policy , secure customer data/information using appropriate tools and equipments so that :</p> <ol style="list-style-type: none"> 1. System problems are identified, listed and printed. 2. nstruction and studied, computer room condition (eg. Temperature, humidity, facilities, etc.) And safety precaution (eg: fire fighting system) are located, identified, inspected, tested, recorded and reported to authorised personnel. 3. Services are documented according to standard operating procedures. 4. Work activities are recorded and/or updated according to company procedures. 5. Inventory records are generated, maintained and documented according to company procedures. 6. Manuals are studied, training, seminars, exhibitions, trade fairs are attended and job related information is selected. 7. Security measures are practised and/or documented. 8. Data/information is secured according to established security policies. 	160	80	10	4	06.04. - 09.04.2009

MODUL PENINGKATAN KEMAHIRAN PENGAJAR

TRADE :Teknologi Komputer (Sistem)
 NOSS CODE : D-041-3
 NOSS : Pembantu Juruteknik Sistem Komputer
 LEVEL : 3
 DURATION : 29

NO	MODULE CODE	MODULE	NOSS/DUTY/TASK CODE	TERMINAL PERFORMANCE OBJECTIVE	FEES (RM) PERSON / DAY		CAPACITY	DURATION (DAY)	DATE
					HRDB	INDIVIDUAL			
1	M09-03-02	SUPERVISORY	01.09, 02.17, 06.08, 06.09, 07.07, 08.01, 08.02, 08.07, 07.07	Monitor preventive/corrective maintenance work and staff performance, prepare work schedules and installation checklist, maintain software licenses, supervise work area tidiness, co-ordinate with other related departments, uphold department policies and standard operating procedures using tool and equipment such as checklist and admin record book, maintenance procedures, staff duty roster, skill profile list, project scheduling tools, worksheets, computer documentation software, database, printer, software agreements, standard operating procedures, safety policy, work schedule, telephone, fax, email, key result area, checklist, department policies and documentation forms so that: 1. Preventative/corrective maintenance work and staff performance criteria plan is obtained, pretentious maintenance work coordinated and maintenance record books verified, equipment tested, reports certified, job specifications analyzed and staff performance traced. 2. Work is assigned to right staff, work schedules are prepared and staff is briefed on assignments. 3. Instructions and procedures for installation are produced and checked according to established formats. 4. Software licenses are kept and updated according to standard operating procedures and software agreements. 5. Work area is identified, appropriate personnel is assigned, well informed and the job is accomplishes according to the established standard. 6. Information is received or sent and documented according to the standard operating procedures. 7. The department policies and standard operating procedures all, interpreted, disseminated	160	80	10	9	11.05. - 21.05.2009
2	M09-03-03	MANAGEMENT 1	06.05, 06.06, 06.07	Initiate hardware/software requisitions, conduct performance appraisals, and escalate staff issues using tools and equipment such as requisition forms, checklists, quotations, inventory list, job description, performance standards, staff files, appraisal forms, reports, inquiries, personal sensitivity and judgment standards so that: 1. Hardware/software is identified for purchase and delivery date, and document is produced according to company's procedures. 2. The subordinate's actual performance is determined, discussed and recorded according to established standards and issues are forwarded to the management's attention.	160	80	10	3	01.06. - 03.06.2009
3	M09-03-04	SUPPORT SERVICES	02.14, 05.01, 05.02, 05.03, 05.04, 05.05, 07.05	Receive customer calls for technical assistance, probe customer's technical problems, carry out on-line diagnostic and solutions, initiate on-site support, provide customer support services & prepare warranty claims using tools and equipment such as software, error listing, duty roster etc so that : 1. The problem is acknowledged/recorded and escalated to the respective service department 2. The problem at the remote computer is identified, the user instructed and the diagnostic is recorded using the knowledge base, error logbook for hardware/software errors, error checklist and manual documentation. 3. The problem is identified, the caller advised and the problem documented. 4. Instructions/work orders for on-site service are issued and respective personal is instructed 5. That all service rendered are communicated properly, priorities, extended to the user and recorded in accordance to the standard. 6. Warranty claims are investigated, determined and recorded according to the established procedures.	160	80	10	7	06.07. - 14.07.2009
4	M09-03-05	SERVER ADMINISTRATION	04.02, 04.03, 04.05, 07.04, 08.05, 08.06	Install network operating system, set up network server services, maintain network configuration documentation, supervise back-up activities, initiate contingency measures, and implement anti-virus procedures using tools and equipment such as nos setup software, server and the checklist, services manual, worksheets, computers, documentation software, database, printer, back-up/recovery manual, software, documentations, anti-virus software/document, and company security procedure so that : 1. The NOS is loaded and ready for configuration 2. The network server services is identified, selected, installed, configured, test and documented 3. Instructions and procedures for installation are checked according to established formats 4. The types of risks and solutions are identified, executed and data integrity is maintained 5. Viruses are detected, identified, removed, anti-virus measures are recorded and users alerted on software viruses 6. Back up activities delegated, monitored, back-up and a report is produced 7. The types of risks and solutions are identified, executed and data integrity is maintained	160	80	10	6	21.07. - 28.07.2009
5	M09-03-06	NETWORK CLIENT ADMINISTRATION	03.09, 03.10, 03.11, 08.06	Conduct site preparation, configure operating system, upgrade computer operating system, configure network client equipment using the site preparation checklist, floor plan and cable layout diagrams, using operating system specifications and the operating system checklist, using the operating system manual, checklist and configuration utilities, using equipment such as network card, infrared port, parallel cable and PCMCIA card so that : 1. The site is prepared and ready for the installation of the system according the site specifications 2. The operating system is configured, tested and documented in the configuration checklist according to hardware specification and system documentation. 3. The network equipment is identified, configured, tested and documented.	160	80	10	4	15.06. - 18.06.2009

MODUL PENINGKATAN KEMAHIRAN PENGAJAR

TRADE :Teknologi Komputer (Sistem)
 NOSS CODE :D-041-4
 NOSS : Pembantu Juruteknik Sistem Komputer
 LEVEL : 4
 DURATION :16

NO	MODULE CODE	MODULE	NOSS/DUTY/TASK CODE	TERMINAL PERFORMANCE OBJECTIVE	FEES (RM) PERSON / DAY		CAPACITY	DURATION (DAY)	DATE
					HRDB	INDIVIDUAL			
1	M09-04-01	MANAGEMENT 2	02.02, 07.02, 09.01, 09.03	Manage computer system market survey, procurement and inventory using information gathering, vendor contacts and communication skills, purchase document and inventory list so that : 1. Information technology is gathered, analyzes and comparison made. 2. Vendor/customer can be determined and relationship can be established. 3. Understand the purchasing policy. 4. Understand payment process 5. Produce inventory report	160	80	10	4	03.08. - 06.08.2009
2	M09-04-02	PROJECT MANAGEMENT	07.01, 09.02, 10.01, 10.02, 10.03, 10.04	Develop IT Project Documentation using tools and equipment such as project plan, budget book, project management tools, staff list, documentation standard, change management standard, review system documentation, so that : 1. Complete project documentation can be produced. 2. System documentation review can be performed. 3. System documentation can be updated and identified. 4. Expenditure can be controlled. 5. Technical meeting can be organised	160	80	10	6	18.08. - 25.08.2009
3	M09-04-03	COMPUTER SYSTEM INSTALLATION & MAINTENANCE	01.01, 09.02, 07.03, 07.04, 08.01, 08.02	Implement the approved development plan, coordinate computer network and computer communication, plan computer system intallation and maintenance implementation strategies using tools and equipment so that 1. The proper plan and guidelines are provided, project workflow is provided and coordinator assigned. 2. the work order instructions for computer communication and network installation are studied, availability of resources are ensured,computer communication and network installation activities are supervised, inspected and reported to authorised personnel. 3. The operation procedures on system installation and maintenance is obtained, the equipment plan and the testing methodology identified. 4. The standards and procedures can be implemented and the reviewed standard can be produced.	160	80	10	4	12.10. - 15.10.2009
4	M09-04-04	WINDOWS SERVER ENVIRONMENT	04.01, 04.02	Managing and Maintaining Windows Server Environment By Using Windows Server So That the Windows Server Running according as requirement.	160	80	10	2	27.10. - 28.10.2009