
Overview

This standard is about applying basic updates to software and troubleshooting problems encountered by you and colleagues with systems and software. This includes identifying when upgrades might be needed, applying and testing them and referring to IT specialists when required.

This standard could apply to anyone involved with assets during production or post production.

Performance criteria

You must be able to:

1. work through problems in logical stages to identify their cause
2. fix problems that are within your capabilities
3. refer to relevant technical specialists when problems are beyond your capability
4. identify when equipment and software will no longer meet workflow requirements using information from reliable sources
5. identify upgrades including patches that deal with problems that have been encountered
6. identify the compatibility of software and other consequences of updates on current and planned projects and elsewhere in the system
7. carry out planned upgrades and maintenance at times that minimise disruption to work
8. apply updates as per update instructions
9. give colleagues realistic estimates of the duration of downtime and give immediate warning if there is a possibility of over-run
10. check applied updates work as expected
11. inform all relevant colleagues of changes made and what they need to do differently as a result of updates
12. comply with health and safety legislation, regulations, and protocols

Knowledge and understanding

You need to know and understand:

1. the different operations that occur within production workflows and the types of equipment that they require
2. the technical expectations and requirements of the workflow
3. how to interpret system/workflow diagrams and flowcharts
4. current viewing standards, technical broadcast standards and current professional, national and international deliverable standards and best practice for different platforms
5. how equipment and software used in the organisation works, its weaknesses and common faults and ways to resolve them
6. the relevant health and safety regulations, legislation and protocols
7. principles of standard deliverables and what to consider when working with non-standard deliverables
8. principles of file formats, digital interconnectivity and elements of audio and video signals
9. how to communicate effectively and work with colleagues to resolve problems
10. why it is important to build relationships with manufacturers
11. how to contact technical experts
12. how to identify the benefits of an upgrade or patch and evaluate the costs and benefits
13. the process for getting an upgrade or patch approved
14. why it is important to check manufacturers' information on the impact of upgrades and fixes
15. how to test upgrades and patches for functionality and how to allow sufficient time for it
16. when to test patches off-line before releasing into the live environment
17. where to find out about developments in production software and equipment

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