Assessment Requirements for ICTICT422 Participate in ICT services

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- provide service desk support
- plan and document strategies to improve service desk performance.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline:
    - enterprise escalation policy and procedures
    - industry best practice in information and communications technology (ICT) service desk support
- identify and describe:
    - basic technical service management terminology
    - legislation, codes of practice and other formal agreements that directly impact on resolution processes
    - quality assurance of processes and procedures relating to service desk
    - service management relating to service desk.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general ICT industry, and include access to:

- an ICT service desk environment

- current service logs and procedures
- service desk software
- customer contact technologies currently used in industry.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e
9d6aff2