



Australian Government

ICTSAS410 Identify and resolve client ICT problems

Release: 1

ICTSAS410 Identify and resolve client ICT problems

Modification History

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

Application

This unit describes the skills and knowledge required to record and prioritise client support activities, determine the required resources, solve client information and communications technology (ICT) problems or escalate as necessary.

It applies to experienced individuals who apply specialised and technical knowledge and have responsibility for providing support to end users.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems administration and support

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Determine client problems | 1.1 Determine client problem by using questioning or other techniques 1.2 Document responses of client for follow-up action 1.3 Examine logged requests to determine specific requirements 1.4 Take action where required to gain further information 1.5 Refer to a database of known problems to identify possible resolution options |
| 2. Prioritise client problems | 2.1 Determine scale of the problem based on information gathered 2.2 Establish and record relevant constraints |

| ELEMENT | PERFORMANCE CRITERIA |
|----------------------------------|--|
| | 2.3 Undertake an impact analysis of the problem to determine severity and risks 2.4 Prioritise problem according to organisation's escalation procedures 2.5 Provide advice and support to the client from database of known problems, where appropriate |
| 3. Refer problems where required | 3.1 Investigate and apply appropriate process to follow when referring problems to third parties 3.2 Provide third party with client and problem details as required 3.3 Document advice and support provided by third party according to organisational guidelines, where appropriate |
| 4. Carry out maintenance | 4.1 Obtain appropriate components for resolution in line with organisational guidelines 4.2 Complete maintenance in line with organisational guidelines 4.3 Store or dispose of used components following organisational environmental guidelines |
| 5. Prepare maintenance report | 5.1 Prepare a maintenance report, including information about problems and resolution action 5.2 Forward maintenance report to client for feedback |
| 6. Confirm problem resolution | 6.1 Obtain feedback from client to ensure requirements have been met 6.2 Forward client feedback to appropriate person for sign-off and record in known problems database as appropriate |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|-------------------------|---|
| Reading | 1.3, 1.5, 2.2, 6.1, 6.2 | <ul style="list-style-type: none"> Interprets technical specifications and numerical data from a range of documentation and sources to assist in rectifying problems |
| Writing | 1.2, 2.2, 2.5, 3.2, | <ul style="list-style-type: none"> Uses clear language and formats appropriate for the audience to convey explicit technical information, |

| | | |
|----------------------------|--|---|
| | 3.3, 5.1 | requirements and recommendations |
| Oral Communication | 1.1, 2.5, 3.2, 5.2, 6.1 | <ul style="list-style-type: none"> Uses inclusive questioning techniques to obtain information from clients and provides clear and precise advice and information to others |
| Navigate the world of work | 1.4 | <ul style="list-style-type: none"> Develops and maintains knowledge relevant to work role |
| Interact with others | 1.1, 2.5, 5.2, 6.1, 6.2 | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with client and others in a range of work contexts |
| Get the work done | 1.1, 1.4, 1.5, 2.1-2.4, 3.1-3.3, 4.1-4.3 | <ul style="list-style-type: none"> Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes Uses formal analytical thinking techniques for identifying issues and generating possible solutions, seeking input from others as required Uses main features and functions of digital tools to complete work tasks |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|---|--|--------------------|
| ICTSAS410 Identify and resolve client ICT problems | ICASAS410A Identify and resolve client IT problems | <p>Updated to meet Standards for Training Packages.</p> <p>Minor edit to the competency title.</p> | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

