



Australian Government

Department of Education, Employment and Workplace Relations

BSBCMN406A Maintain business technology

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes activities such as the maintenance of existing technology and the planning of future technology requirements.

This unit is related to BSBCM307A Maintain business resources. Consider co-assessment with BSBCM407A Coordinate business resources.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Maintain performance of hardware and software	<ul style="list-style-type: none">1.1 Systems effectiveness is monitored and evaluated to ensure it meets organisational and system requirements1.2 Operating system, drive and disk structure, reports and files are used to identify performance problems1.3 Disk drives and peripherals are maintained according to manufacturers' and organisational requirements1.4 Consumables are replaced in accordance with the manufacturers' and organisational requirements1.5 Software applications are installed and operated in accordance with developers' and organisational requirements
2 Provide basic system administration	<ul style="list-style-type: none">2.1 System back up procedure is carried out at regular intervals according to organisational and system requirements2.2 Security access procedures are maintained in line with organisational requirements2.3 Licence for use of software is used, checked and recorded in accordance with organisational requirements2.4 Virus systems are maintained and updated on a regular basis in accordance with organisational requirements
3 Identify future technology requirements	<ul style="list-style-type: none">3.1 Sources of information about new technology are accessed to maintain knowledge in current technology3.2 Feedback from clients and colleagues is used to identify and develop improved technology systems3.3 Existing technology is assessed against newly available technology to determine future needs and priorities

- 3.4 New technologies are identified and selected to achieve and maintain continuous organisational development
- 3.5 Management and budget approval is obtained for new technologies identified and selected

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

Evaluating and mapping network operations

Reviewing compliance with system protocols

Installing software and hardware

Organising and accessing software, materials and consumables

Maintaining virus, backup and security systems in line with organisational requirements

Identifying new technologies which match the future needs of the organisation

Underpinning Knowledge*

* At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

Knowledge of the costs and benefits of technology maintenance strategies

Knowledge of organisation's operating systems, including knowledge of networks

Principles of developing a maintenance schedule for a network

Knowledge of back up and security procedures, maintenance and diagnostic procedures, licensing and installation and purchasing procedures

Understanding current industry accepted hardware and software products including knowledge of general features and capabilities

Understanding organisational business plans, goals and directions

Understanding methods and processes to prepare budget and cost analysis

Knowledge of access protocols (eg. internet, TP/TCP)

Underpinning Skills

Literacy skills to interpret and evaluate the purposes and objectives of various uses of technology; display logical organisation of written information

Research and analysis skills to analyse and identify organisation's future technology requirements

Problem solving skills for common network problems

Report writing skills to organise information from a range of sources to form recommendations

Analytical skills in relation to systems administration

Diagnostic skills in relation to identifying problems or faults

Decision making skills for purchasing of new technology

Interpersonal skills for cooperating with others on system use

Presentation skills for explaining the operation of technology in a business environment

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit

Key Competency Levels

Collecting, analysing and organising information - (Level 3) to formulate recommendations

Communicating ideas and information - (Level 2) with members of the work team

Planning and organising activities - (Level 2) to maintain business technology

Working with teams and others -(Level 2) in completing scheduled tasks

Using mathematical ideas and techniques -(Level 2) as an aid to measure and schedule tasks

Solving problems - (Level 2) to identify future technology requirements

Using technology -(Level 3) to complete allocated tasks

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Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

award and enterprise agreements and relevant industrial instruments
relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
relevant industry codes of practice

Organisational and system requirements may include:

quality assurances and/or procedures manuals
back up procedures
security and confidentiality procedures
legal and organisational policy/guidelines and requirements
storage retrieval and type of product licenses
storage of information technology documentation
register of licenses
Occupational Health and Safety policies, procedures and programs
code of conduct
ethical standards

maintenance of customised software
updating of virus protection systems

Disk drives and peripherals maintenance may include:

creating more free space on the hard disk
reviewing programs
deleting unwanted files
cleaning dust from internal and external surfaces
backing up files before major maintenance
checking hard drive for errors
defragmenting the hard disk
using up-to-date anti-virus programs

Consumables may include:

printer ribbons and cartridges
print heads
disks
magnetic tape and cassettes
print media

Software may include:

word processing applications
spreadsheet applications
accounting applications
database applications
presentation applications
internet/intranet/extranet related programs

Information sources on new technology may include:

industry associations
seminars, workshops and training sessions
the internet
computer magazines and journals
trade fairs
computer software designers
computer hardware manufacturers
internal/external clients
retail outlets

Technology may include:

computers
modems
software
client services
data transfer devices
scanners
photocopiers
printers

Improved technology systems may include:

access protocols
cable data transmissions
delivery and installation systems
maintenance options
multi-media
networking options
resource usage monitoring

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Unit Sector(s)

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