ICAI5089B Implement and hand over system components

Release: 1

ICAI5089B Implement and hand over system components

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to ensure that the system is operational prior to hand over for client use.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

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Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Confirm system integrity	1.1. Check the functioning of *system components* in both a standalone and integrated environment
	1.2. Specify shortcomings or problems and create an action plan
	1.3. Review action plan with *client*
	1.4. Document *system components* in accordance with standards and procedures
2. Provide operation and maintenance guidance	2.1. Identify and document operational issues and procedures
	2.2. Discuss maintenance issues with technical support and document outcomes
	2.3. Compare maintenance, operational and warranty considerations with *service-level agreements* and document discrepancies
	2.4. Clarify outstanding issues with *client*
3. Hand over system to client	3.1. Demonstrate installed system to *client*
	3.2. Obtain *client* sign-off to confirm satisfaction and acceptance of the installed system
	3.3. Discuss and confirm short-term implementation support with *client*
	3.4. Discuss and confirm further training needs with *client*
	3.5. Document needs and submit to *appropriate person* for action

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• Negotiation skills in relation to other team members and applied to a defined range of predictable problems (e.g. when shortcomings or problems are reviewed with client and an action plan is formulated) • Project planning skills in relation to set benchmarks and identified scope (e.g. when shortcomings or problems are reviewed with client and an action plan is

REQUIRED SKILLS AND KNOWLEDGE

formulated)

- Problem solving skills for a defined range of predictable problems (e.g. when installed system is demonstrated to meet the standards identified in the agreed implementation plan, and is complete)
- Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information (e.g. when further action items, training needs, amendments are discussed, documented and are submitted to relevant authority for action)
- Report writing skills for business, requiring depth in some areas, analysis and evaluation of information in a defined range of areas (e.g. when maintenance issues are discussed with the maintenance group and all supporting documentation is completed in accordance with standards and when further action items, training needs, amendments, etc., are discussed, documented and are submitted to appropriate person for action)

Required knowledge

- Current business practices in relation to preparing reports (e.g. when confirming system integrity and handing over system)
- Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities, to enable the person to optimise the value of a supply contract
- Broad knowledge of vendor product directions (e.g. when confirming system integrity or when determining the level of technology and expense to be implemented in a project)
- Broad knowledge of the client business domain (e.g. when shortcomings or problems are reviewed with client and an action plan is formulated according to project requirements)
- Broad knowledge of OH&S requirements in relation to work safety, environmental factors and ergonomic considerations (e.g. when heavy devices are carried into the system project area)
- Broad knowledge of the role of stakeholders and the degree of stakeholder involvement, so that levels of responsibility in a project can be clearly defined
- Broad knowledge of quality assurance practices (e.g. when undertaking thorough, comprehensive checking before confirming system integrity)
- A basic knowledge of information gathering techniques (e.g. when confirming system integrity and when providing operation and maintenance guidance)
- Broad general knowledge of change management systems (e.g. when confirming system integrity and when integrating the new system with the pre-existing one)
- Detailed knowledge of project plan, including constraints, guidelines and deadlines
- General operational procedures for IT systems

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • Assessment must confirm the ability to confirm system integrity and that operational and maintenance procedures are in place and viable. To demonstrate competency in this unit the person will require access to: • A customer computer site and system or suitable simulated system and environment • Project plan • Service-level agreements • Implementation plan • People involved in hand-over
Context of and specific resources for assessment	Formal testing and trials are normally conducted to determine whether or not a system satisfies its acceptance criteria and to enable the client to determine whether or not to accept the system. Testing to determine whether systems or components meet the requirements specified in the contract or by the user is a critical aspect of hand over. User acceptance testing can be a formal, documented process in which users use the new system, verify that it works correctly under operational conditions, and note any errors that need to be fixed. The system implementer will generally undertake a range of processes to ensure the system's integrity and operational match with business requirements and earlier specifications before hand over. This forms part of the on-going customer relationship management process where a continuing relationship is an objective.

EVIDENCE GUIDE	
	The breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and coordination would be characteristic. Assessment must ensure: • The demonstration of competency may also require self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. • Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team coordination may also be involved.
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1. • Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. • Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills.

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EVIDENCE GUIDE	
	The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. An individual demonstrating this competency would be able to: • Demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas • Analyse and plan approaches to technical problems or management requirements • Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations • Evaluate information, using it to forecast for planning or research purposes • Take responsibility for own outputs in relation to broad quantity and quality parameters • Take some responsibility for the achievement of group outcomes • Maintain knowledge of industry products and services

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

System may include but is not limited to:	• databases • applications

RANGE STATEMENT	
	• servers • operating systems • gateways • application service provider • ISP
Components may include:	• Motherboards • CMOS battery • central processing unit (CPU) • CD and DVD drives • interface cards • drives • fax/modem cards • RAM upgrades • CPU upgrades
Service-level agreements	• Service-level agreements (SLAs) exist for many different infrastructure services, including communications carriers, ISPs, ASPs and SLAs for vendor products. • SLAs should consider business processes and requirements, clearly specify and quantify service levels, identify evaluation or audit of service levels.
Client may include but is not limited to:	• internal departments • external organisations • individual people • internal employees
Appropriate person may include:	• supervisor • teacher • authorised business representative • client

Unit Sector(s)

Unit sector	Implement

Co-requisite units

Co-requisite units		

Competency field

Competency field	

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