Australian Government
Department of Education, Employment and Workplace Relations

ICAS3034B Determine and action network problems

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

ICAS3034B Determine and action network problems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to document network related problems, determine the resources required, solve the client problem or escalate the problem to a new support level.
	The following units are linked and form an appropriate cluster:
	• ICAD3218B Create user documentation
	• ICAD4217B Create technical documentation
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		
	ICAS3024B	Provide basic system administration
	ICAT3025B	Run standard diagnostic tests

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. Determine client requirements and ascertain if problem exists	1.1. Log calls from help desk support staff 1.2. Determine and document **problem** based on **client** requirements
2. Determine whether problem is covered by policy	2.1. Verify the scope and coverage of maintenance and technical **support agreements** relative to the problem and **client** requirements 2.2. Provide assistance in accordance with **organisational guidelines**
3. Carry out maintenance support on identified problem	3.1. Conduct diagnostic tests around identified problem 3.2. Complete maintenance in line with **organisational guidelines** 3.3. Obtain new **components** as part of the resolution, where necessary 3.4. Store or dispose of **components** in accordance with **organisational guidelines** and **environmental guidelines**
4. Prepare maintenance report and verify solution	4.1. Prepare maintenance report in line with **organisational guidelines** and **support agreements** 4.2. Escalate **maintenance requirements** to appropriate area, as required 4.3. Follow up with the **client** to determine **solution** success and close the report

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• Diagnostic skills on networks • Solving unknown problems in a range of contexts • Inventory skills • Customer service skills in a range of contexts at various levels
Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

- Organisational information relating to logging calls, and contracting and maintenance arrangements
- Inventory processes
- Technical support agreements
- Technical 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 substantiate the ability to document network-related problems, determine the required resources, solve the client problems or escalate the problem in accordance with organisational guidelines. The network is to be maintained with minimal disruption to clients. To demonstrate competency in this unit the learner will require access to: • Hardware • Diagnostic tools and software • Records and reports
Context of and specific resources for assessment	The breadth, depth and complexity of knowledge and skills in this competency would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available. Assessment must ensure: • Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the section of equipment, services or contingency measures and within known time constraints would be characteristic. • Applications may involve some responsibility for others. Participation in teams including group or team

EVIDENCE GUIDE	
	coordination may 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. 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, for example: • ICAD3218B Create user documentation • ICAD4217B Create technical documentation An individual demonstrating this competency would be able to: • Demonstrate some relevant theoretical knowledge • Apply a range of well-developed skills • Apply known solutions to a variety of predictable problems • Perform processes that require a range of

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EVIDENCE GUIDE	
	well-developed skills where some discretion and judgement is required
	• Interpret available information, using discretion and judgement
	• Take responsibility for own outputs in work and learning
	• Take limited responsibility for the output of others
	• 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.	
Problem may include:	• routine or non-routine problems that may affect the immediate work environment, particularly in relation to using equipment such as workstations, servers
Support agreements may include:	• time • cost • warranty • replacement • performance from escalated support levels
Organisation guidelines may include but are not limited to:	• security procedures • logged call procedures • client liaison policy • preventative maintenance and diagnostic policy • maintenance agreements • warranties • contracting arrangements relating to IT purchasing
Client may include but is not	• internal departments

RANGE STATEMENT	
limited to:	• external organisations • individual people • employees
Maintenance requirements may include:	• on-site response • remote diagnostics • return to depot
Environmental guidelines may include but are not limited to:	• recycling • safe disposal of any packaging (e.g. cardboard, polystyrene, paper, plastic) • correct disposal of redundant hardware (e.g. hard-drives, circuit boards)
Components may include:	• motherboards • CMOS battery • central processing unit (CPU) • CD and DVD drives • interface cards • drives • fax/modem cards • RAM upgrades • CPU upgrades
Solution may include but is not limited to:	• new hardware • hardware upgrades • new software • software upgrades • user training • implementing a new system

Unit Sector(s)

Unit sector	Support

Co-requisite units

Co-requisite units	

Co-requisite units		

Competency field

Competency field	

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