



Australian Government

Department of Education, Employment and Workplace Relations

ICAS4106B Action and complete change requests

Release: 1

ICAS4106B Action and complete change requests

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit defines the competency required to receive, review and carry out change requests, while utilising a change management system according to client requirements.</p> <p>The following units are linked and form an appropriate cluster:</p> <ul style="list-style-type: none">• ICAA4041C Determine and confirm client business expectations and needs• ICAS4116B Undertake capacity planning <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</p>
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units	

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Review change requests	<p>1.1. Receive and document requests for hardware and software changes, utilising a change management system and according to organisational help desk procedures</p> <p>1.2. Gather and organise system data relevant to the change requests, using available diagnostic tools</p> <p>1.3. Review the proposed changes against current and future business requirements and examine the system data, with work team, in order to select appropriate changes to be carried out</p> <p>1.4. Discuss and clarify the selected changes with client</p>
2. Modify system according to requested changes	<p>2.1. Develop a plan, with prioritised tasks and contingency arrangements, for modification of the system</p> <p>2.2. Undertake the selected system changes according to organisational guidelines and procedures and in accordance with manufacturer recommendations</p> <p>2.3. Test the system changes for performance and identify problems</p> <p>2.4. Resolve identified problems</p> <p>2.5. Revise relevant client and technical documentation to reflect system changes according to organisational standards</p> <p>2.6. Notify client of status of change and update change management system, as per organisational help desk procedures</p>
3. Prepare and deliver training on use of modified system	<p>3.1. Prepare training to meet the needs of client in using the changed system</p> <p>3.2. Deliver prepared training appropriate for the client</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- Timely actioning of change requests

REQUIRED SKILLS AND KNOWLEDGE

- Ability to handle requests within a defined range of problems
- Basic language and communication skills to carry out the change requests and to follow up on progress
- Record keeping for requests and actions
- Report writing skills
- Customer service skills
- General analysis in relation to reviewing change procedures
- Cultural awareness in relation to client interaction
- Conflict resolution skills in relation to handling clients
- Low-level training needs analysis capability

Required knowledge

- Broad knowledge of help desk practices
- Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge in some areas
- Broad knowledge of the role of stakeholders and the degree of stakeholder involvement
- General knowledge of the client business domain
- Detailed knowledge of the system's current functionality
- Broad knowledge of quality assurance practices
- Change management tools
- Broad knowledge of system testing
- Broad knowledge of the organisation's service-level agreements

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 use and update a change management system. Assessment must confirm the ability to review and assess change requirements, and to plan and implement change procedures according to organisational guidelines and client requirements. Assessment must confirm the ability to prepare and deliver training appropriate for the client.

To demonstrate competency in this unit the learner will require access to:

- Change request documentation
- Physical system or network
- Technical manuals, appropriate diagnostic tools
- Current business requirements
- Documentation standards
- Change management system

Context of and specific resources for assessment

Users who submit change requests generally require that such requests are actioned promptly and in accord and with due process and organisational policies. Service providers need to ensure that appropriate records are kept, regular communication is undertaken with clients, suitable support is provided and that action is taken in accordance with organisational policies.

The breadth, depth and complexity of knowledge and skills in this competency would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance would be involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature.

EVIDENCE GUIDE	
	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills would be characteristic. • Applications may involve responsibility for, and limited organisation of, others.
Method of assessment	<p>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.</p> <ul style="list-style-type: none"> • 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	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,</p>

EVIDENCE GUIDE

	<p>for example:</p> <ul style="list-style-type: none"> • ICAA4041C Determine and confirm client business expectations and needs • ICAS4116B Undertake capacity planning <p>An individual demonstrating this competency would be able to:</p> <ul style="list-style-type: none"> • Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts • Apply solutions to a defined range of unpredictable problems • Identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas • Identify, analyse and evaluate information from a variety of sources • Take responsibility for own outputs in relation to specified quality standards • Take limited responsibility for the quantity and quality of the output of others • Maintain knowledge of industry products and services
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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.

Hardware may include but is not limited to:

- workstations
- personal computers
- modems or other connectivity devices
- networks
- DSL modems
- remote sites
- servers

RANGE STATEMENT	
Software may include but is not limited to:	<ul style="list-style-type: none"> • commercial, in-house, packaged or customised software
System may include but is not limited to:	<ul style="list-style-type: none"> • hardware and software components that run a computer
Requirements may be in reference to:	<ul style="list-style-type: none"> • business • system • application • network • people in the organisation
Client may include but is not limited to:	<ul style="list-style-type: none"> • internal departments • external organisations • individual people • employees
Organisational guidelines may include but are not limited to:	<ul style="list-style-type: none"> • personal use of emails and internet access • content of emails • downloading information and accessing particular websites • opening mail with attachments • virus risk • dispute resolution • document procedures and templates • communication methods • financial control mechanisms
Technical documentation may include:	<ul style="list-style-type: none"> • project specifications • reports • help references • technical manuals • training materials and self-paced tutorials • on-line help • user guides • brochures
Standards may include:	<ul style="list-style-type: none"> • ISO/IEC/AS standards • organisational standards • project standards (for further information refer to the Standards Australia website at: www.standards.com.au)
Documentation may follow:	<ul style="list-style-type: none"> • ISO/IEC/AS standards • audit trails • naming standards

RANGE STATEMENT	
	<ul style="list-style-type: none"> • version control • project management templates and report writing • maintaining equipment inventory • client training • satisfaction reports
<i>Help desk procedures</i> may include:	<ul style="list-style-type: none"> • Customer contact centre or general contact point that then consults with a supplier or other technician • Customer contact centre staffed by technicians capable of solving problems • Real-time on-line support • Web-based support

Unit Sector(s)

Unit sector	Support
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Co-requisite units

Co-requisite units	

Competency field

Competency field	
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