



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT713A Manage IT services

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to apply the principles of service quality management and to develop a code of practice for information technology (IT) service management.

Application of the Unit

This unit applies to individuals who work in senior IT service roles and are responsible for managing an IT service.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Prepare to manage IT services	1.1 Identify quality requirement principles to provide IT service provision according to business needs and expectations 1.2 Research and evaluate appropriate service processes 1.3 Analyse continual improvement processes to align and realign IT services to business needs
2. Develop quality requirements for IT service management	2.1 Identify specific quality requirements to improve service management processes 2.2 Align IT services with the business, applying service management concepts 2.3 Develop strategies for control, delivery and support of IT services
3. Develop a code of practice for IT service management	3.1 Research and evaluate best practice processes 3.2 Document best practice for IT service management 3.3 Implement identified best practice processes 3.4 Evaluate, monitor and improve IT service management

Required Skills and Knowledge

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

Required skills

- analytical skills to evaluate best practice processes in IT service management
- communication skills to liaise with internal and external personnel on technical, operational and business-related matters
- literacy skills to:
 - develop enterprise procedures, manuals and specifications
 - interpret technical documentation
 - write reports in required formats
- planning and organisational skills to plan, prioritise and monitor own work and that of others
- problem-solving and contingency-management skills to adapt procedures to local requirements and reconfigure depending on differing operational contingencies, risk situations and environments
- research skills to research industry best practice.

Required knowledge

- detailed knowledge of:
 - IT service management
 - quality assurance procedures in IT services
 - industry best practice processes in IT services
- overview knowledge of:
 - basic technical terminology in relation to service management.

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	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • develop and implement procedures and processes to improve the quality of IT service management • evaluate, monitor and improve IT service management.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • current service organisational chart • current service logs and procedures • organisational mission statement • appropriate learning and assessment support when required • modified equipment for people with special needs.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • verbal or written questioning to assess candidate's knowledge of service management principles • review of candidate's documented strategies for delivery and support of IT services • evaluation of candidate's code of practice for IT service management.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.</p>

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.

<i>Quality requirement principles</i> may include:	<ul style="list-style-type: none"> • Capability Maturity Model Integration (CMMI) • ISO standard 17025/IEC standard 20000.
<i>Service management processes</i> may include:	<ul style="list-style-type: none"> • availability management • capacity management • change management • configuration management • continuity management • incident management • problem management • release management • security management.
<i>Service management concepts</i> may include:	<ul style="list-style-type: none"> • CMMI • Six Sigma Business Process Management • total quality management (TQM).
<i>IT services</i> may include:	<ul style="list-style-type: none"> • application management • information and communications technology (ICT) infrastructure management • security management • service delivery • service support • software asset management.

Unit Sector(s)

General ICT