



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICASAS201A Maintain inventories for equipment, software and documentation**

**Release: 1**

## ICASAS201A Maintain inventories for equipment, software and documentation

### Modification History

| Release   | Comments  |
|-----------|---|
| Release 1 | This Unit first released with <i>ICAI1 Information and Communications Technology Training Package version 1.0</i> |

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to record and store details of software, hardware and technical documentation.

### Application of the Unit

This unit applies to frontline technical support personnel who maintain equipment and software in a small to large office environment. The technical documentation of the equipment and software within this role is a key component of any information and communications technology (ICT) environment.

### 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  |
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| <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

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|----------------------------------|---|
| 1. Document and update inventory | 1.1 Maintain <b>hardware inventory</b> that creates a profile or description of each piece of equipment<br>1.2 Maintain <b>software inventory</b> and update licences as required, particularly when upgrading software<br>1.3 Record and organise storage of user documentation or technical manuals |
| 2. Store technical documentation | 2.1 Store hardware, software and equipment that is not in use, according to technical manuals<br>2.2 Ensure <b>technical documentation</b> is stored securely<br>2.3 Access and disseminate technical documentation as required   |

## Required Skills and Knowledge

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

### Required skills

- communication skills to:
  - liaise with users across a range of organisational levels
  - provide limited advice and guidance to users
  - seek assistance when required
- initiative and enterprise skills to identify potential improvements to inventories and technical documentation
- literacy skills to read, write and interpret workplace documentation
- problem-solving skills for a defined range of predictable problems
- technical skills to operate a personal computer.

### Required knowledge

- basic knowledge of:
  - technical documentation processes
  - software licensing requirements
  - inventory principles and procedures
- current industry practice related to storage of hardware, software and technical documentation.

## 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.*

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| <b>Overview of assessment</b>   |   |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• update and maintain software, equipment and technical documentation inventory, according to identified storage and retrieval policy and procedures</li> <li>• adhere to software licensing requirements, according to vendor specifications</li> <li>• access and regularly keep inventories up-to-date.</li> </ul>   |
| <b>Context of and specific resources for assessment</b>   | <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• personal computer and enterprise intranet</li> <li>• currently used inventory management software</li> <li>• appropriate learning and assessment support when required.</li> </ul> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>   |
| <b>Method of assessment</b>   | <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"> <li>• direct observation of candidate accessing inventories of software and hardware</li> <li>• direct observation of candidate maintaining an inventory</li> <li>• review of completed inventory reports for different inventory types and scenarios</li> <li>• direct observation of candidate reviewing the status of software licences and reporting on their status</li> <li>• review of software inventory prepared by candidate outlining updates to licences when upgrading software.</li> </ul> |
| <b>Guidance information for assessment</b>  | <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>  |

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|  | In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge. |
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## 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, used if 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.

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| <p><b>Hardware inventory</b> may include:</p>      | <ul style="list-style-type: none"> <li>• communications equipment</li> <li>• networking equipment</li> <li>• notebooks</li> <li>• peripherals</li> <li>• personal computers</li> <li>• personal digital assistants (PDAs)</li> <li>• test equipment.</li> </ul>   |
| <p><b>Software inventory</b> may include:</p>      | <ul style="list-style-type: none"> <li>• antivirus applications</li> <li>• backup and recovery applications</li> <li>• client management suite</li> <li>• collaboration and learning</li> <li>• commercial applications</li> <li>• computer-aided design applications</li> <li>• customised software</li> <li>• drivers</li> <li>• in-house software</li> <li>• multimedia and graphics applications</li> <li>• office applications</li> <li>• open-source software</li> <li>• operating systems</li> <li>• packaged software</li> <li>• patch management</li> <li>• project management applications</li> <li>• remote troubleshooting and assistance.</li> </ul> |
| <p><b>Technical documentation</b> may include:</p> | <ul style="list-style-type: none"> <li>• enterprise procedures:                         <ul style="list-style-type: none"> <li>• build documentation</li> <li>• loading software</li> <li>• upgrades</li> <li>• virus removal</li> </ul> </li> <li>• frequently asked questions (FAQ)</li> <li>• hardware documentation</li> <li>• information pertaining to specific operating systems and platforms</li> <li>• service level agreements (SLAs)</li> </ul>   |

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|  | <ul style="list-style-type: none"><li>• software documentation.</li></ul> |
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## **Unit Sector(s)**

Systems administration and support