Australian Government

Department of Education, Employment and Workplace Relations

ICASAS502A Establish and maintain client user liaison

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

ICASAS502A Establish and maintain client user liaison

Modification History

Release	Comments
Release 1	This Unit first released with *ICA11 Information and Communications Technology Training Package version 1.0*

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to establish and maintain client user liaison in an information technology (IT) environment, post support implementation. This occurs after the business critical functions have been determined.

Application of the Unit

This unit applies to a variety of IT staff, including systems analysts, business analysts, system administrators and technical support staff who are responsible for liaising with clients to ensure that their requirements are fully met.

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
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

1. Determine support areas	1.1 Identify and record information technology used in the organisational unit
	1.2 Identify *stakeholders* of the *system*
	1.3 Identify organisational structure, culture and politics related to support requirements
	1.4 Determine what level of support is required by each organisational unit
2. Develop support procedures	2.1 Contact organisational units, as required, to verify support needs
	2.2 Establish procedures for providing required support, including method of contact, frequency of meetings and reporting
	2.3 Document agreed procedures or *service level agreement* (SLA)
3. Assign support personnel	3.1 Identify IT skills required to assist each organisational unit with support activities
	3.2 Assign personnel according to *human resource processes*
	3.3 Verify availability of selected personnel
	3.4 Provide support using agreed procedures
	3.5 Obtain feedback from *appropriate persons* on a regular basis

Required Skills and Knowledge

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

Required skills

- communication skills to:
    - discuss support needs of clients
    - explain relevant concepts
    - enable the end user to attempt remedial action
- initiative and enterprise skills to contribute to solutions and goals of a non-routine or contingency nature
- literacy skills to:
    - document and interpret procedures and SLAs
    - report on service history issues
- planning and organisational skills to:
    - establish procedures for providing support
    - deliver on scope, time, cost and quality
    - promote communications and manage risk
    - assign support personnel according to human resource processes
    - organise equitable workloads for team members
- problem-solving skills to gain consensus on concepts
- research skills to:
    - identify organisational structure and culture
    - identify information technology within an organisational unit.

Required knowledge

- adequate response times
- awareness of stakeholders, their role in the organisation, and their level of dependence on IT infrastructure
- capabilities of IT devices
- current industry-accepted hardware and software products
- detailed knowledge of areas related to the organisation's services
- equipment that is vital in supplying business critical services:
    - internet file transaction security for client accounts
    - web server for ebusiness
- detailed knowledge of functionality of the IT system in supplying the essential and desirable services to the organisation
- quality assurance practices relating to how the service is supplied
- role of IT in the client's business domain
- server types to provide:
    - application
    - backup
    - email

- firewall
- proxy
- web.

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 ability to: - establish and maintain client liaison in an IT environment - establish procedures for providing required support - identify IT skill requirements and assign appropriate support personnel - show personal responsibility and autonomy in performing complex technical operations or organising others.
Context of and specific resources for assessment	Assessment must ensure access to: - appropriate learning and assessment support when required - modified equipment for people with special needs - agreed procedures or SLAs - documented support requirements - technical records and documentation.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - review of: - records provided by candidate which identify stakeholders and their support requirements - support procedures or SLAs developed by the candidate - evidence of participation in developing strategic initiatives - direct observation of candidate providing support and maintaining liaison using agreed procedures - verbal or written questioning to assess candidate's knowledge of establishing and maintaining client liaison.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. 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. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined

	with targeted questioning to assess required knowledge.

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.

Stakeholders may include:	- development team - project team - sponsor - user.
System may include:	- application service provider (ASP) - applications - databases - gateways - internet service provider (ISP) - operating systems - server.
Service level agreements may include:	- ASPs - audit of service levels - business processes and requirements - communications carriers - infrastructure services - ISPs - vendor products - workload and performance considerations and expectations regarding: - charge back to business units - penalties - servicing.
Human resource processes may include:	- checking job and person specifications - observing work activities - professional recommendations or referrals - reviewing performance reports.
Appropriate person may include:	- authorised business representative - client - project manager - supervisor.

Unit Sector(s)

Systems administration and support