Assessment Requirements for ICTICT440 Develop service level agreements

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify agreement needs, develop and implement at least one Service Level Agreement (SLA).

In the course of the above, the candidate must:

- negotiate client requirements for support service within quality, time, target performance and cost parameters
- evaluate and document finalised process according to organisational procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- industry standard business practices, including:
  - change management
  - information gathering techniques
  - planning process, including development of Information and Communications Technology (ICT) business solutions
  - the process for the preparation of reports
- applicable features and vendor product directions of industry standard hardware and software products required when developing service level agreements
- legal principles of commercial contracts and service level agreements
- applicable organisational policies, plans and procedures including contracting
- concepts relating to negotiation and business relationships.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- applicable organisational policies, procedures and SLAs
- contexts for negotiating SLAs
- industry standard ICT hardware and software products.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2