



Australian Government

Assessment Requirements for ICTICT802 Direct ICT services

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 1.0.

Performance Evidence

Evidence of the ability to:

- lead the development of a strategy to align information and communications technology (ICT) services, with organisational goals
- lead and monitor a risk analysis, including security for ICT assets
- implement procedures that identify where risk occurs, and what measures need to be taken
- produce contingency plans for business continuity
- establish warning systems, and an ongoing process, that includes regular or programmed reviews of the risk profile
- lead the development of a strategy and the implementation of a quality assurance process.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- summarise the security products, and organisational security policies, that affect ICT services
- research and then outline, the standards that relate to risk management principles and guidelines
- discuss business continuity issues for the organisation
- examine the organisation's industry and current functionality, including the existing data and information systems
- review and describe, the organisation's internal and external dependencies and interdependencies
- describe the organisational policies and procedures, including the risk-management strategy
- review and analyse, past and current internal, external and industry disruptions
- outline the relevant legislation and regulations that impact on business continuity including:

- workplace health and safety (WHS)
- environment
- duty of care
- contracts
- business and company law
- freedom of information
- industrial relations
- privacy and confidentiality
- due diligence
- records management.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general ICT industry, and include access to:

- relevant strategic level enterprise documentation, including:
 - planning
 - financial
 - ICT infrastructure
- codes of practice, legislation and regulations
- organisational policies and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>