



Australian Government

Assessment Requirements for ICTICT813 Manage 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:

- research and critically analyse the provision of quality information and communications technology (ICT) services
- review, then develop and implement, procedures and processes to improve the quality of ICT service management
- critically review, evaluate, monitor and improve the ICT service management.

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:

- review and appraise ICT service management concepts and processes
- research and critically review, the quality assurance procedures in ICT services
- discriminate and summarise, industry best practice processes in ICT services
- summarise and contrast, the technical terminology relevant to service 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:

- a current service organisational chart
- current service logs and procedures
- an organisational mission statement.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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