# Assessment Requirements for ICTSAS416 Implement maintenance procedures

**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:

- set up and document the maintenance procedures to keep equipment and software operating
- identify resource requirements
- document or update service level agreements (SLAs)
- revise maintenance procedures.

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:

- analyse client business domain including:
    - the role of stakeholders and the degree of stakeholder involvement
    - business scheduling requirements
- compare and contrast the key features and capabilities of current industry standard hardware and software products
- describe the key features and purpose of diagnostic tools and one or more change management tools
- describe the key features of help desk and maintenance practices and procedures
- discuss quality assurance practices
- analyse the system's current functionality and performance level.

## 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 systems administration and support field of work, and include access to:

- industry software packages
- technical environment with a variety of operational equipment
- technical manuals and tools.

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

PwC's Skills for Australia