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.

Application

This unit describes the skills and knowledge required to set up maintenance procedures to keep equipment and software operating effectively.

It applies to individuals who use technical and specialised knowledge, and apply a systematic approach to maintaining computer equipment in an organisation.

No licensing, legislative, or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems administration and support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Determine best practices for equipment and software maintenance	1.1 Identify equipment and software that are to be maintained, and implement processes to ensure future acquisitions of equipment and software are identified 1.2 Identify vendor documentation, peer organisations or research information detailing best practices in equipment and software maintenance to improve system performance and reliability 1.3 Develop recommended maintenance and operations guidelines for equipment and software maintenance based on the above research 1.4 Obtain requirements from user in the area of equipment maintenance and reliability

ELEMENT	PERFORMANCE CRITERIA
	1.5 Document procedures for maintenance based on best practices
2. Identify resources to provide equipment and software maintenance	2.1 Identify and record the level of support that can be provided by in-house resources
	2.2 Identify and record the support to be supplied by external or third-party organisations
	2.3 Develop or update service level agreement (SLA) with internal user and third-party suppliers
3. Revise practices, where appropriate	3.1 Monitor and review maintenance operation
	3.2 Identify problem areas, including failures to meet SLAs, and consider changes to maintenance procedures
	3.3 Assess changes in consultation with user, support staff and third-party suppliers
	3.4 Design and implement improvements to maintenance procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 3.2	• Researches and analyses technical and non-technical information and numerical data from a range of sources to determine benchmarks and performance indicators
Writing	1.3, 1.4, 1.5, 2.1-2.3, 3.3, 3.4	• Accurately records information and numerical data, and prepares material using clear and accurate language in order to convey explicit information, requirements and recommendations
Oral Communication	1.4, 2.3, 3.3	• Uses active listening and questioning techniques, and participates in verbal exchanges with a range of stakeholders in formal and informal situations to obtain information and express requirements
Numeracy	1.1, 1.2, 2.1, 2.2, 3.2	• Uses mathematical equations to calculate and compare numerical data to determine required actions and for preparing documentation

Interact with others	1.4, 2.3, 3.3	• Selects and uses appropriate conventions and protocols when communicating with users and others in a range of work contexts
Get the work done	1.1-1.4, 2.3, 3.1-3.4	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes • Applies analytical processes to resolve technical or conceptual problems • Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS416 Implement maintenance procedures	ICASAS416A Implement maintenance procedures	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2