



Australian Government

Assessment Requirements for ICTSAS428 Hand over ICT system components to clients

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:

- demonstrate operation and hand over a functioning ICT system to clients on at least two occasions.

In the course of the above, the candidate must:

- obtain ICT system acceptance criteria
- check ICT system function and its components in both:
 - stand-alone environment
 - integrated environment
- identify and document system components, operational issues and procedures
- discuss maintenance issues with technical support
- compare maintenance, operational and warranty considerations with SLAs
- provide operational and maintenance guidance.

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:

- business practices related to preparing reports, including:
 - confirming system integrity
 - handing over the system
- organisational procedures including:
 - system component documentation
 - operational issue documentation
 - operational procedures for ICT systems
- industry accepted hardware and software products

- key aspects of change management systems and operational procedures for ICT systems
- client-business domain issues
- information gathering techniques that may be used in the hand over ICT system components to clients
- key features and processes involved in project planning, including:
 - constraints
 - guidelines
 - deadlines
- key features of quality assurance practices that may be used in the hand over ICT system components to clients
- role of stakeholders in SLAs and degree of stakeholder involvement in determining levels of responsibility in a project
- vendor product trends.

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:

- existing ICT systems for client delivery, such as customer computer sites and systems or other simulated systems
- ICT system acceptance criteria
- special purpose tools, equipment and materials
- industry software packages
- implementation plan
- people involved in hand over
- project plan
- SLAs.

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>