



**Australian Government**

# **ICTSAS434 Action change requests and present updated ICT system to clients**

**Release: 1**

# ICTSAS434 Action change requests and present updated ICT system to clients

## Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

## Application

This unit describes the skills and knowledge required to receive, review and carry out change requests using a change management system according to client requirements and present the outcome of change requests to clients.

This unit applies to individuals who work using specialised and technical knowledge to ensure change requests are completed according to quality standards and work using communication skills to present outcomes of change requests and how to use the updated Information and Communications Technology (ICT) system to clients.

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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Receive and review change requests	1.1 Receive and document requests for hardware and software changes from client 1.2 Gather and organise required ICT system data 1.3 Review proposed changes against current and future business requirements and examine system data 1.4 Select and prioritise required changes 1.5 Discuss and clarify selected changes with client
2. Modify system according to	2.1 Develop ICT system modification plan

ELEMENT	PERFORMANCE CRITERIA
requested changes	<p>2.2 Undertake selected ICT system changes according to organisational guidelines and procedures and manufacturer recommendations</p> <p>2.3 Test ICT system performance and identify problems</p> <p>2.4 Resolve identified problems and confirm with required personnel as required</p> <p>2.5 Revise client and technical documentation and ensure ICT system changes comply with organisational standards</p> <p>2.6 Notify client of change and update change management system, according to organisational help desk procedures</p>
3. Prepare and deliver training on use of modified ICT system	<p>3.1 Develop client training materials on the changed ICT system</p> <p>3.2 Finalise training outcomes according to organisational requirements</p> <p>3.3 Seek training delivery approval from required personnel</p> <p>3.4 Deliver prepared training to client</p>
4. Finalise change request and training activities	<p>4.1 Confirm change is tested and operational according to organisational procedures</p> <p>4.2 Prepare report and deliver to required personnel, indicating the results of change request and training according to organisational procedures</p> <p>4.3 Hand over ICT system to client</p>

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"><li>Interprets and analyses technical textual information and numerical data to determine requirements and complete required actions</li></ul>
Writing	<ul style="list-style-type: none"><li>Uses clear language and formats required for the task to record and update explicit technical information, requirements and recommendations</li></ul>
Oral Communication	<ul style="list-style-type: none"><li>Confirms information and requirements, using effective communication techniques and industry standard technical language intended for audience and environment</li></ul>

Teamwork	<ul style="list-style-type: none"><li>• Selects and uses required conventions and protocols when communicating with co-workers and clients in a range of work contexts</li><li>• Reviews proposed changes and confirms actions with work team</li></ul>
Problem solving	<ul style="list-style-type: none"><li>• Uses formal analytical thinking techniques for identifying issues and generating solutions, seeking input from others as required</li></ul>
Self-management	<ul style="list-style-type: none"><li>• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes</li></ul>
Technology	<ul style="list-style-type: none"><li>• Uses main features and functions of digital tools to complete work tasks</li></ul>

## Unit Mapping Information

Supersedes and is equivalent to ICTSAS412 Action change requests.

## Links

Companion Volume Implementation Guide is found on VETNet -

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