



Australian Government

ICTSAS436 Evaluate ICT system status

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.

Application

This unit describes skills and knowledge required to evaluate the status of a running system, covering both hardware and software aspects to determine system performance and reliability while Information and Communications Technology (ICT) system is still in an operational state.

It applies to individuals who apply specialised and technical knowledge and a systematic approach to assessing and evaluating ICT systems prior to problem resolution or upgrades.

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. Prepare for ICT system evaluation	1.1 Access ICT system according to organisational procedures 1.2 Determine scope of ICT system status evaluation and performance indicators and agree with client 1.3 Review evaluation purpose using required capacity tools 1.4 Plan a 'change of status' test according to organisational procedures 1.5 Plan and document ICT system status evaluation and required resources according to organisational procedures 1.6 Alert affected users of ICT system status evaluation impacts as required 1.7 Access resources required for ICT system status evaluation

ELEMENT	PERFORMANCE CRITERIA
2. Carry out ICT system evaluation	2.1 Organise required resources and implement evaluation methods 2.2 Run ICT system evaluation according to agreed scope, evaluation parameters and organisational procedures 2.3 Record ICT system status and reliability according to procedural parameters and evaluation plan 2.4 Run 'change of status' test according to organisational procedures 2.5 Observe and record effects of changes to ICT system status according to effect being evaluated 2.6 Observe and record effects of changes to ICT system status not being evaluated 2.7 Escalate unresolved effects of changes to ICT system status to required personnel
3. Report on ICT system evaluation	3.1 Document anomalies observed in ICT system status evaluation outside expected results 3.2 Finalise ICT system status evaluation procedures according to organisational procedures 3.3 Prepare report for required personnel 3.4 Formulate and present recommendations to required personnel

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	• Analyses and evaluates technical and non-technical information and numerical data from a range of sources to assist with fault finding and troubleshooting problems
Writing	• Prepares material using clear and accurate language and numerical data to convey explicit information, requirements and recommendations
Oral Communication	• Articulates information and strategies using effective communication techniques and industry standard technical language intended for audience and environment
Numeracy	• Uses mathematical equations to calculate and compare numerical data to determine required actions and for preparing technical reports

Teamwork	• Selects and uses required conventions and protocols when communicating with client and others in a range of work contexts
Problem solving	• Uses formal analytical thinking techniques for identifying issues and generating solutions
Self-management	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes
Technology	• Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS414 Evaluate system status.

Links

Companion Volume Implementation Guide is found on VETNet -

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