# Assessment Requirements for ICTSAS438 Implement maintenance procedures

**Release: 1**

# Assessment Requirements for ICTSAS438 Implement maintenance procedures

## 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:

- improve the existing organisational maintenance procedures of one piece of ICT equipment and one piece of ICT software, on separate occasions.

In the course of the above, the candidate must:

- identify resource requirements with in-house resources, external resources and third-party organisations
- develop and update service level agreements (SLAs).

## 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:

- client responsibilities and expectations including:
  - role of stakeholders
  - degree of stakeholder involvement
  - business scheduling requirements
- features and capabilities of industry standard equipment and software
- features and purpose of diagnostic tools
- change management tools that maybe used in implementation maintenance procedure activities
- help desk and maintenance practices and procedures
- organisational quality assurance practices
- ICT systems functionality and performance levels.

# 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:

- ICT equipment and software packages
- SLAs
- external organisations and third-party suppliers
- internet connectivity
- ICT equipment capable of online and offline research, such as a computer
- technical helpdesk environment
- technical manuals and tools.

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

PwC's Skills for Australia