



Australian Government

ICTSAS438 Implement maintenance procedures

Release: 1

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.

Application

This unit describes the skills and knowledge required to improve existing organisational 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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine maintenance procedures for equipment and software	1.1 Identify equipment and software that requires maintenance 1.2 Obtain equipment and software maintenance and reliability data from user 1.3 Obtain and examine vendor documentation, peer organisations and research information 1.4 Document equipment and software maintenance procedures 1.5 Develop recommended maintenance and operations guidelines 1.6 Identify and record in-house resources, external organisations and third-party suppliers support 1.7 Develop and update service level agreement (SLA) with internal user and third-party supplier information
2. Revise and improve maintenance	2.1 Monitor and review organisational maintenance procedures

ELEMENT	PERFORMANCE CRITERIA
procedures	2.2 Identify problem areas according to organisational maintenance procedures 2.3 Design improvements to organisational maintenance procedures and seek approval from required personnel 2.4 Assess impact and ease of implementing improvements 2.5 Implement improvements to organisational maintenance procedures
3. Finalise maintenance improvement procedures	3.1 Identify future equipment and software acquisitions 3.2 Confirm all maintenance procedures have been performed 3.3 Review and assess maintenance procedures impact 3.4 Evaluate and report on organisational maintenance procedures

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"> Researches and analyses technical and non-technical information and numerical data from a range of sources to determine benchmarks and performance indicators
Writing	<ul style="list-style-type: none"> Accurately records information and numerical data and prepares material using clear and accurate language to convey explicit information, requirements and recommendations
Oral Communication	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Uses mathematical equations to calculate and compare numerical data to determine required actions and for preparing documentation
Teamwork	<ul style="list-style-type: none"> Selects and uses required conventions and protocols when communicating with users and others in a range of work contexts
Problem solving	<ul style="list-style-type: none"> Applies analytical processes to resolve technical or conceptual problems
Self-management	<ul style="list-style-type: none"> Takes responsibility for planning, sequencing and prioritising tasks and own workload

Technology	<ul style="list-style-type: none">• Uses main features and functions of digital tools to complete work tasks
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Unit Mapping Information

Supersedes and is equivalent to ICTSAS416 Implement maintenance procedures.

Links

Companion Volume Implementation Guide is found on VETNet -

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