Australian Government

ICTSAS502 Establish and maintain client user liaison

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 1.0.

Application

This unit describes the skills and knowledge required to establish and maintain client user liaison in an information and communications technology (ICT) environment, post support implementation. This occurs after the business critical functions have been determined.

It applies to individuals who are responsible for system and business analysis and administration, and liaising with clients to ensure that their requirements are fully met.

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
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Determine support areas	1.1 Identify and record information communications technology used in the organisational unit 1.2 Identify stakeholders of the system 1.3 Identify organisational structure, culture and politics related to support requirements 1.4 Determine the level of support required by each organisational unit
2. Develop support procedures	2.1 Contact organisational units as required to verify support needs 2.2 Establish procedures for providing required support, including

ELEMENT	PERFORMANCE CRITERIA
	method of contact, frequency of meetings and reporting
	2.3 Document agreed procedures or service level agreement (SLA)
3. Assign support personnel	3.1 Identify ICT skills required to assist each organisational unit with support activities
	3.2 Assign personnel according to human resource processes
	3.3 Verify availability of selected personnel
	3.4 Provide support using agreed procedures
	3.5 Obtain feedback from appropriate persons on a regular basis

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 3.1	• Comprehends textual information and numerical data to determine and adhere to required actions
Writing	1.1, 2.1, 2.3, 3.3, 3.5	• Records key information in the required format and layout, and develops material to a specific audience using clear and detailed language to convey explicit information, requirements and recommendations
Oral Communication	2.1, 3.3, 3.5	• Uses appropriate language, tone and pace to interact effectively with others, and listening and questioning techniques to obtain feedback relevant to the task
Navigate the world of work	3.2, 3.4	• Takes full responsibility for following policies, procedures and legislative requirements, and identifies organisational implications of new legislation or regulation • Seeks to improve policies and procedures to better meet organisational goals
Interact with others	2.1, 3.2, 3.3, 3.5	• Implements strategies for a diverse range of colleagues and clients to build rapport and foster strong relationships • Influences and fosters a collaborative culture, and facilitates a sense of commitment and workplace cohesion

Get the work done	1.4, 2.1, 2.2, 3.4, 3.5	• Plans strategic priorities and outcomes within a flexible, efficient and effective context in a diverse environment exposed to competing demands • Gathers and analyses data and seeks feedback to improve plans and processes • Addresses complex problems involving multiple variables, using formal analytical, lateral thinking techniques, experience and knowledge to focus in on the root cause

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS502 Establish and maintain client user liaison	ICASAS502A Establish and maintain client user liaison	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

Future Skills Organisation