



Australian Government

ICTSAS512 Review and manage delivery of maintenance services

Release: 1

ICTSAS512 Review and manage delivery of maintenance services

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 review and manage the delivery of maintenance services.

It applies to individuals with managerial experience and responsibility for supervising individuals working under their direct or indirect supervision.

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. Review service standards	1.1 Review service level agreements (SLAs) 1.2 Identify actual fault reporting and restoration performance, and compare with SLAs to ensure they meet requirements 1.3 Record areas of discrepancy
2. Review infrastructure	2.1 Identify internal support and maintenance options 2.2 Undertake a review of infrastructure 2.3 Record areas of discrepancy
3. Determine and implement solutions	3.1 Compare service standards and infrastructure discrepancies, and identify gaps in existing service

ELEMENT	PERFORMANCE CRITERIA
	3.2 Document discrepancies identified 3.3 Determine cost effective solutions and impact 3.4 Implement solutions
4. Organise reviews	4.1 Determine guidelines for regular reviews with stakeholders 4.2 Undertake reviews as per agreed guidelines 4.3 Document review process and submit to the stakeholder 4.4 Ensure effective reporting procedures are in place and used

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, 1.2, 3.1	Evaluates textual and numerical information from a range of documentation to inform maintenance requirements and solutions
Writing	1.3, 2.1, 2.3, 3.2, 4.1, 4.3	Uses clear and precise language and document formats appropriate to the task to convey explicit information and instructions
Numeracy	3.3	Calculates and compares whole numbers and decimals to estimate projected costs against budgets
Navigate the world of work	3.4, 4.2, 4.4	Works independently and collectively in making decisions to achieve organisation outcomes in maintenance service delivery
Get the work done	1.2, 2.1, 2.2, 3.1, 3.3, 3.4, 4.1-4.4	- Accepts responsibility for planning, prioritising and sequencing complex tasks and workload - Uses problem solving techniques to analyse required outcomes in order to manage maintenance-service delivery

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS512 Review and manage delivery of maintenance services	ICASAS512A Review and manage delivery of maintenance services	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>