ICTSAS527 Manage client problems

Release: 2

ICTSAS527 Manage client problems

Modification History

Release	Comments
Release 2	Unit Mapping Information updated to note that ICTSAS527 Manage Client Problems was updated and equivalent to ICTTEN501 Provide consultancy and technical support in the customer premises equipment sector as noted in the Companion Volume Implementation Guide. This information was omitted in error in the first release. This version second released with ICT Information and Communications Technology Training Package Version 7.0.
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 liaise and support clients to manage and resolve problems in an Information and Communications Technology (ICT) environment.

It applies to individuals who apply high level technical and specialised knowledge in assisting clients to support, manage and resolve problems.

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 and review client support and resolution requirements	1.1 Diagnose potential troubleshooting and identify resolution requirements 1.2 Determine cause and analysis of the problem in accordance with client documentation and support requirements 1.3 Review organisational support and resolution documentation

ELEMENT	PERFORMANCE CRITERIA
	and identify the clients point of contact
	1.4 Review service level agreement (SLA) and determine action and escalation procedures
	1.5 Verify the client support and resolution requirements with relevant personnel with the client contact
2. Develop and implement client support and resolution requirements	2.1 Develop required process required for client support and resolution requirements
	2.2 Implement process required for client support and resolution requirements
	2.3 Maintain communication with required personnel throughout support activity
	2.4 Document support activities and resolution outcomes according to client requirements
3. Evaluate client support and resolution requirements	3.1 Gather support and resolution services feedback from required personnel
	3.2 Determine improvements to future support services according to organisational requirements
	3.3 Submit documentation to required personnel and seek and respond to feedback
	3.4 Contact client to determine satisfaction with support and resolution services provided

Foundation Skills

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

SKILL	DESCRIPTION
Numeracy	• Interprets, analyses and documents numerical and technical system data
Oral communication	• Obtains information and feedback by effectively listening and questioning using concise language
Reading	• Analyses textual information and data to determine client support
Writing	• Prepares required documentation detailing task requirements, activities performed and their outcomes using appropriate language
Teamwork	• Uses a variety of relevant communication tools and strategies in building and maintaining effective working relationships

Future Skills Organisation

SKILL	DESCRIPTION
Planning and organising	• Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others, including required capabilities, efficiencies and effectiveness • Addresses complex problems involving multiple variables, using formal analytical, lateral thinking techniques experience and knowledge to focus in on root causes
Problem solving	• Reviews the organisations policies, procedures and adherence to legislative requirements in order to implement and manage change
Self-management	• Takes full responsibility for identifying and considering relevant organisational protocols and requirements

Unit Mapping Information

Supersedes and is equivalent to ICTSAS509 Provide client ICT support services and ICTTEN501 Provide consultancy and technical support in the customer premises equipment sector.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2