



Australian Government

Assessment Requirements for ICTSAS529 Prioritise ICT change requests

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 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:

- review and prioritise change requests
- develop a change analysis work plan on at least one occasion
- document processes and finalised work plan.

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:

- organisational business domain
- industry standard help desk and maintenance practices
- quality assurance practices relating to Information and Communications Technology (ICT) system changes
- role of stakeholders and the degree of stakeholder involvement that may impact on Information and Communications Technology (ICT) system changes activities
- features and capabilities of industry standard hardware and software products, including change management tools
- organisation's system functionality and application
- SLAs that may impact on Information and Communications Technology (ICT) system changes activities.

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:

- special purpose tools, equipment and materials

- industry standard software packages
- sites on which change requests may be coordinated
- industry standard SLAs used in industry
- organisational guidelines, policies and procedures that may impact on system changes activities.

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>