



Australian Government

BSBITS401 Maintain business technology

Release: 2

BSBITS401 Maintain business technology

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes maintaining existing technology and planning for future technology requirements.

It applies to individuals with a broad knowledge of business technology who may be required to contribute well-developed skills in creating solutions to maintenance and upgrade issues with existing technology. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

No licensing, legislation or certification requirements apply to this unit at the time of publication.

Unit Sector

Information and Communications Technology – IT 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. Maintain performance of hardware and software	1.1 Monitor and evaluate system effectiveness to ensure it meets organisational and system requirements 1.2 Use operating system, drive and disk structure, reports and files to identify performance problems 1.3 Maintain disk drives and peripherals according to

ELEMENT	PERFORMANCE CRITERIA
	manufacturers' and organisational requirements 1.4 Replace consumables in accordance with manufacturers' and organisational requirements
2. Provide basic system administration	2.1 Carry out system back-up procedure at regular intervals according to organisational and system requirements 2.2 Install and operate software applications in accordance with developers' and organisational requirements 2.3 Maintain and update security access procedures in line with organisational requirements 2.4 Ensure that licences for use of software are used, checked and recorded in accordance with organisational requirements 2.5 Regularly maintain and update virus programs in accordance with organisational requirements
3. Identify future technology requirements	3.1 Maintain knowledge of current and new technology by regularly accessing sources of information 3.2 Identify and develop improved technology systems using feedback from clients and colleagues 3.3 Assess existing technology against newly available technology to determine future needs and priorities 3.4 Identify and select new technologies to achieve and maintain continuous organisational development 3.5 Obtain management and budget approval for new selected technologies

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	1.1-1.4, 2.1-2.5, 3.1-3.4	Gathers, analyses and interprets a range of textual information from a variety of sources and identifies relevant information
Writing	2.3, 2.4, 3.5	Produces texts of varying complexity using appropriate language and logical structure to record and convey information

Navigate the world of work	1.1, 1.3, 1.4, 2.1-2.5	Complies with organisational policies and legal responsibilities related to own work
Get the work done	1.1-1.4, 2.1-2.5, 3.1-3.5	- Plans, implements and monitors tasks required to achieve required outcomes - Takes responsibility for the outcomes of routine decisions directly related to own role - Recognises and takes responsibility for addressing predictable and some less predictable problems in familiar work contexts - Understands the purposes, specific functions and key features of common digital systems and tools and operates them effectively to complete routine tasks - Identifies innovations by monitoring trends from other contexts

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBITS401 Maintain business technology	BSBITS401B Maintain business technology	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=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBITS401 Maintain business technology

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Performance Evidence

Evidence of the ability to:

- install software and hardware and maintain performance according to manufacturers' and organisational requirements
- organise and access software, materials and consumables
- maintain and update technology and security systems.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the costs and benefits of technology maintenance
- describe the general features and capabilities of current industry-accepted hardware and software products
- explain the importance of:
 - back-up and security procedures
 - maintenance and diagnostic procedures
 - licensing, installation and purchasing procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the information and communications technology – IT support field of work and include access to:

- case studies and, where possible, real situations
- office equipment and resources
- examples of technology maintenance and security procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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