



Australian Government

Assessment Requirements for BSBITS411 Maintain and implement digital technology

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Performance Evidence

Evidence of the ability to:

- identify and resolve system issues using a range of digital diagnostic tools
- perform routine system maintenance, including carrying out back-up procedures and software/application installation
- identify a range of risks to digital security and steps required to minimise/eliminate such risk
- develop and implement improved digital technology systems, drawing on research of available and upcoming digital technology solutions.

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

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role.

- Key features, capabilities, and limitations of current industry-accepted digital technology solutions
- Key features and limitations of existing organisational digital technologies, including software licences
- Key features of organisational policies and requirements related to digital security
- Key features of organisational commercial strategy relevant to digital technology
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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 of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>