



Australian Government

Department of Education, Employment and Workplace Relations

ICAS4109B Evaluate system status

Release: 1

ICAS4109B Evaluate system status

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to evaluate the status of a running system, covering both hardware and software aspects to determine system performance and reliability. The following units are linked and form an appropriate cluster: • ICAS4107B Rectify system faults on a live system • ICAS4112B Optimise system performance • ICAS4127B Support system software No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		
	ICAT3025B	Run standard diagnostic tests

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine scope and evaluation parameters	1.1. Determine scope of the system evaluation 1.2. Comply with organisational requirements when planning a 'change of status' test 1.3. Review and demonstrate understanding of the reason for the evaluation, its objectives, deliverables and key performance indicators using appropriate capacity tools 1.4. Plan and document status evaluation and factor in time, environment, internal and external issues 1.5. Alert affected users if evaluation is likely to impact their operations 1.6. Develop a plan for the evaluation and identify the resources and methods to be used
2. Carry out evaluation	2.1. Organise the required resources as outlined in the plan, and put in place manual or computerised evaluation methods 2.2. Run the evaluation process in accordance with the agreed scope and evaluation parameters 2.3. Record the status as per procedural parameters and plan 2.4. Observe and document during evaluation the effects of changes to system status that are made in accordance with effect being evaluated 2.5. Observe and record effects that are not listed and that may require further investigation
3. Report on evaluation	3.1. Prepare a report to the appropriate person indicating the results of the status check 3.2. Highlight anomalies observed in the status check that are outside the expected results 3.3. Make recommendations for changes to improve the system

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

REQUIRED SKILLS AND KNOWLEDGE

Required skills

- Problem solving skills for a defined range of unpredictable problems involving participation in the development of strategic initiatives
- Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information
- Teamwork skills involving the contribution to solutions and goals of a non-routine or contingency nature
- Group facilitation and presentation skills in relation to transferring and collecting information and gaining consensus on concepts
- Negotiation skills in relation to other team members and applied to a defined range of predictable problems
- Report writing skills for requiring depth in some areas
- Change management skills in relation to maintaining the continuity of IT operations and business functions
- Customer service skills in relation to reviewing change procedures
- Skills in handling difficult clients in relation to reviewing change procedures
- Conflict resolution skills in relation to reviewing change procedures
- Risk analysis skills in relation to reviewing change procedures
- Low-level training needs analysis skills
- Low-level programming skills

Required knowledge

- Broad knowledge of help desk and maintenance practices
- Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge in some areas
- Broad understanding of the role and level of stakeholder involvement
- Broad general knowledge of the client business domain
- Detailed knowledge of the system's current functionality
- Broad knowledge of quality assurance practices
- One or more change management tools
- Broad knowledge of system testing
- Broad knowledge of change control procedures
- Detailed knowledge of the system under evaluation
- Broad knowledge of capacity planning

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Assessment must confirm the ability to identify comprehensive performance indicators to determine system performance and reliability in relation to both hardware and software.

To demonstrate competency in this unit the learner will require access to:

- Documentation standards
- Back-up and recovery policies
- Database package with data
- Server and networked PC on which to conduct back-up and recovery procedures

Context of and specific resources for assessment

The breadth, depth and complexity of knowledge and skills in this competency would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance would be involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature.

Assessment must ensure:

- Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills would be characteristic.
- Applications may involve responsibility for, and limited organisation of, others.

EVIDENCE GUIDE**Method of assessment**

The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.

- Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency.
- Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- ICAS4107B Rectify system faults on a live system
- ICAS4112B Optimise system performance
- ICAS4127B Support system software

An individual demonstrating this competency would be able to:

- Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts
- Apply solutions to a defined range of unpredictable problems
- Identify and apply skill and knowledge areas to a

EVIDENCE GUIDE

	wide variety of contexts, with depth in some areas • Identify, analyse and evaluate information from a variety of sources • Take responsibility for own outputs in relation to specified quality standards • Take limited responsibility for the quantity and quality of the output of others • Maintain knowledge of industry products and services
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Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Scope</i> may include:	• personnel • hardware • software • warranty • maintenance • support • networks • data • processes
<i>Organisational requirements</i> may be in relation to:	• work environment • problem solution processes • preventative maintenance and diagnostic policy • roles and technical responsibilities in the IT department • vendor and product service-level support agreements
<i>Documentation</i> may follow:	• ISO/IEC/AS standards • audit trails

RANGE STATEMENT	
	• naming standards • version control • project management templates and report writing • maintaining equipment inventory • client training • satisfaction reports
Appropriate person may include:	• supervisor • teacher • authorised business representative • client
System may include but is not limited to:	• network • network operating system • software • application • software • business • computers • financial system • management system • information system
User may include:	• a person within a department • a department within the organisation • a third party

Unit Sector(s)

Unit sector	Support
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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