



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS406A Implement and hand over system components

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to ensure that the system is operational prior to hand over for client use.

Application of the Unit

This unit applies to project managers who supervise their project team in conducting formal testing and trials to determine whether the system satisfies its acceptance criteria. Conducting formal testing and trials is a critical aspect of hand over.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Confirm system integrity	1.1 Check the functioning of system components in both a stand-alone and integrated environment 1.2 Specify shortcomings or problems and create an action plan 1.3 Review action plan with client 1.4 Document system components according to standards and procedures
2. Provide operation and maintenance guidance	2.1 Identify and document operational issues and procedures 2.2 Discuss maintenance issues with technical support and document outcomes 2.3 Compare maintenance, operational and warranty considerations with service level agreements (SLAs) and document discrepancies 2.4 Clarify outstanding issues with client
3. Hand over system to client	3.1 Demonstrate installed system to client 3.2 Obtain client sign-off to confirm satisfaction and acceptance of the installed system 3.3 Discuss and confirm short-term implementation support with client 3.4 Discuss and confirm further training needs with client 3.5 Document needs and submit to appropriate person for action

Required Skills and Knowledge

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

Required skills

- analytical skills to:
 - evaluate a range of complex test data
 - rigorously assess every probable event
- communication skills to liaise with team members and contractors
- literacy skills to:
 - analyse test data
 - interpret test results
 - technical skills to perform system testing.

Required knowledge

- current business practices related to preparing reports, such as confirming system integrity and handing over system
- current industry-accepted hardware and software products to enable the candidate to optimise the value of a supply contract
- change-management systems
- client-business domain
- information-gathering techniques
- OHS requirements related to work safety, environmental factors and ergonomic considerations
- operational procedures for IT systems
- project plan, including constraints, guidelines and deadlines
- quality assurance practices
- role of stakeholders and the degree of stakeholder involvement so that levels of responsibility in a project can be clearly defined
- vendor product directions.

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 ability to: • confirm system integrity • confirm operational and maintenance procedures are in place and viable.
Context of and specific resources for assessment	Assessment must ensure access to: • customer computer site and system or suitable simulated system and environment • implementation plan • people involved in hand-over • project plan • SLAs • appropriate learning and assessment support when required • modified equipment for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • verbal or written questioning to assess candidate's knowledge of operational procedures for IT systems • review of maintenance guidance documentation for the installed system • evaluation of the report prepared by the officer conducting the system testing procedures and assessing test results.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.

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>System</i> may include:	• application service provider • applications • databases • gateways • internet service provider (ISP) • operating system • servers.
<i>Components</i> may include:	• CD and DVD drives • central processing unit (CPU) • complementary metal oxide semiconductor (CMOS) battery • CPU upgrades • drives • fax or modem cards • interface cards • motherboards • random access memory (RAM) upgrades.
<i>Client</i> may include:	• external organisation • individual • internal department • internal employee.
<i>Service level agreements:</i>	• clearly specify and quantify service levels • identify evaluation or audit of service levels • relate to communications carriers, internet service providers (ISPs), application service providers (ASPs) and SLAs for vendor products • should consider business processes and requirements.
<i>Appropriate person</i> may include:	• authorised business representative • client • supervisor.

Unit Sector(s)

Systems administration and support