



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS410A Identify and resolve client IT problems

Release: 1

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Modification History

Version	Comments
ICASAS410A	This version first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit defines the competency required to record and prioritise client support activities, determine the required resources, solve client IT problems or escalate as necessary.

Application of the Unit

This unit applies to experienced technical support personnel, such as help-desk supervisors, IT support technicians, and user support specialists responsible for supporting end users.

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. Determine client problems	1.1 Determine client problem by using questioning or other techniques 1.2 Document responses of client for follow-up action 1.3 Examine logged requests to determine specific requirements 1.4 Take action where required to gain further information 1.5 Refer to a database of known problems to identify possible resolution options
2. Prioritise client problems	2.1 Determine the scale of the problem based on information gathered 2.2 Establish and record relevant constraints 2.3 Undertake an impact analysis of the problem to determine severity and risks 2.4 Prioritise the problem according to the organisation's escalation procedures 2.5 Provide advice and support to the client from database of known problems, where appropriate
3. Refer problems where required	3.1 Investigate and apply the appropriate process to follow when referring problems to third parties 3.2 Provide third party with client and problem details as required 3.3 Document the advice and support provided by third party according to organisational guidelines, where appropriate
4. Carry out maintenance	4.1 Obtain appropriate components for resolution in line with organisational guidelines 4.2 Complete maintenance in line with organisational guidelines 4.3 Store or dispose of used components following organisational environmental guidelines
5. Prepare maintenance report	5.1 Prepare a maintenance report, including information about problems and resolution action 5.2 Forward maintenance report to client for feedback
6. Confirm problem resolution	6.1 Obtain feedback from the client to ensure requirements have been met 6.2 Forward client feedback to appropriate person for sign-off and record in known problems database as appropriate

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - determine client problem by questioning
 - follow up with client
 - liaise with technical team members
 - provide assistance according to organisational guidelines
 - provide clear and precise advice when logging calls from help-desk support staff
 - refer problems to third parties
- literacy skills to:
 - document initial problem and recommendations to solve problem
 - prepare maintenance report
 - read and interpret technical manuals
 - record maintenance and fault data
- planning and organisational skills to:
 - develop plans with prioritised tasks
 - minimise disruption to client
 - organise maintenance
- problem-solving skills to:
 - determine client problems based on logged requests
 - identify possible resolution options using a database of known problems
 - solve unknown problems in a range of contexts
- technical skills to undertake diagnostic and maintenance tasks.

Required knowledge

- hardware and software products:
 - currently in use
 - supported by the organisation
- help-desk or service desk structure and escalation procedures
- functions and basic features of operating system
- organisational structure
- principles of equal employment opportunity and anti-discrimination relating to client IT problem
- principles of OHS relating to client IT problem
- security and network guidelines and procedures.

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: - record and prioritise client support activities - determine the required resources - solve the client problem or escalate according to organisational guidelines or practices.
Context of and specific resources for assessment	Assessment must ensure access to: - sites with a representative range of current industry-standard hardware - sites with a representative range of current industry-standard software and diagnostic tools - technical records - organisational guidelines - vendor documentation - 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: - direct observation of candidate: - undertaking maintenance and preparing a maintenance report - using database of known problems - review of maintenance report prepared by candidate - verbal or written questioning to assess candidate's knowledge of maintaining and solving client computer problems.
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.
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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>Client</i> may include:	• employee • external organisation • individual • internal department.
<i>Problem</i> may be in reference to:	• failure to: • print • load • perform a feature correctly • save • login • connect • boot • recognise peripheral devices • failures in a range of IT areas, including: • application programs • business programs • networks • systems.
<i>Requirements</i> may be in reference to:	• application • business • employees • network • system.
<i>Constraints</i> may include:	• budget • hardware • legal constraints • policy • resource • software • time.
<i>Advice and support</i> may include:	• advice on hardware supported by the organisation: • configuration of printers and scanners

	• formatting of disks • operation of printers • setting of screen resolution • advice on software used by the organisation: • creating graphs • formatting spreadsheets • setting up email system • setting up of word-processing documents for printing • client documentation • manuals • vendor documentation.
Organisational guidelines may include:	• communication methods • content of emails • dispute resolution • document procedures and templates • downloading information and accessing particular websites • financial control mechanisms • opening mail with attachments • use of emails and internet access • virus risk.
Maintenance may include:	• 24 hours a day, 7 days a week support • business hours only support • on-site response • real-time online support • remote diagnostics • return to depot • second-level support • telephone support.
Components may include:	• CD and DVD drives • central processing unit (CPU) • complementary metal oxide semiconductor (CMOS) battery • fax or modem cards • interface cards • motherboards • random access memory (RAM).
Environmental guidelines may include:	• recycling of packaging: • cardboard • paper • polystyrene • recycling or disposal of e-waste:

	• cathode ray tube (CRT) monitors • printed circuit boards • redundant hardware.
<i>Appropriate person</i> may include:	• authorised business representative • client • help-desk person • subject matter expert • supervisor • system administrator.

Unit Sector(s)

Systems administration and support