



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS412A Action change requests

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 receive, review and carry out change requests, while using a change-management system according to client requirements.

Application of the Unit

This unit applies to frontline experienced personnel, such as help-desk supervisors, IT support technicians, user support specialists, network specialists, web developers and software developers responsible for system changes.

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. Review change requests	1.1 Receive and document requests for hardware and software changes from client, using a change-management system and according to organisational help-desk procedures 1.2 Gather and organise system data relevant to the change requests, using available diagnostic tools 1.3 Review the proposed changes against current and future business requirements and examine the system data, with work team, in order to select appropriate changes to be carried out 1.4 Discuss and clarify the selected changes with client
2. Modify system according to requested changes	2.1 Develop a plan, with prioritised tasks and contingency arrangements, for modification of the system 2.2 Undertake the selected system changes according to organisational guidelines and procedures and according to manufacturer recommendations 2.3 Test the system changes for performance and identify problems 2.4 Resolve identified problems 2.5 Revise relevant client and technical documentation to reflect system changes according to organisational standards 2.6 Notify client of status of change and update change-management system, as per organisational help-desk procedures
3. Prepare and deliver training on use of modified system	3.1 Prepare training to meet the needs of client in using the changed system 3.2 Deliver prepared training appropriate to the client

Required Skills and Knowledge

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

Required skills

- analytical skills to:
 - examine system data to select appropriate changes to be carried out
 - review proposed changes against current and future business requirements
- communication skills to:
 - deliver training on use of the modified system
 - discuss and clarify changes with clients
 - interact with clients and team members
 - maintain a client focus
 - notify clients of status of change
- literacy skills to:
 - carry out change requests
 - conform to manufacturer's recommendations
 - perform recordkeeping for requests and actions
 - revise technical documentation according to organisational standards
 - update change-management system
- planning and organisational skills to:
 - action change requests in a timely manner
 - develop plans with prioritised tasks and contingency arrangements
 - manage and prioritise own work
 - prepare training to meet the needs of the client.

Required knowledge

- change-management tools
- client-business domain
- features and capabilities of current industry-accepted hardware and software products
- help-desk practices
- current service level agreements (SLAs) within or between organisations
- quality assurance practices
- role of stakeholders and the degree of stakeholder involvement
- system testing
- system's current functionality.

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: • evaluate and analyse current practices • develop new criteria and procedures for performing current practices • use and update a change-management system • review and assess change requirements • plan and implement change procedures according to organisational guidelines and client requirements • prepare and deliver training appropriate to the client.
Context of and specific resources for assessment	Assessment must ensure access to: • change request documentation • physical system or network • technical manuals and appropriate diagnostic tools • current business requirements • documentation standards • change-management system • 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: • review of candidate's plan for modification of the system • direct observation of the candidate testing system changes for performance, and identifying and resolving problems • review of candidate's technical documentation • direct observation of the candidate delivering training.
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.

Hardware may include:	• cabling • modems or other connectivity devices • networks • personal computers • remote sites • servers • workstations.
Software may include:	• application software: • database • internet browser • spreadsheet • word-processing • commercial software • customised software • in-house software • programming software: • assembler • compiler • development tools • system software: • operating system • device drivers • computer security software.
Help-desk procedures may include:	• customer contact centre or general contact point that then consults with a supplier or other technician • customer contact centre staffed by technicians capable of solving problems • real-time online support • web-based support.
System may include:	• hardware components within a computer • interconnected computers and peripherals • software components that run a computer.
Requirements may be in	• application

reference to:	• business • network • people in the organisation • system.
Client may include:	• employee • external organisation • individual • internal department.
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 • personal use of emails and internet access • virus risk.
Technical documentation may include:	• brochures • help references • online help • project specifications • reports • technical manuals • training materials and self-paced tutorials • user guides.
Standards may include:	• International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and Australian Standards (AS) standards • organisational standards • project standards.

Unit Sector(s)

Systems administration and support