



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS413A Manage resolution of system faults on a live system

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 manage reactive errors and failures on a live system.

Application of the Unit

This unit applies to experienced technical support personnel, such as help-desk supervisors, IT support technicians, and user support specialists who are required to perform maintenance on systems that are currently operating.

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 maintenance methodologies and repositories	1.1 Identify the nature of modification to the system 1.2 Confirm the existence and currency of repositories 1.3 Review repositories for changes and develop new backup procedures 1.4 Prepare or check modification request forms and levels of authority for sign-off 1.5 Develop a hierarchy of modifications and the response for each 1.6 Determine the backup and blackout strategies in place
2. Implement change-management system	2.1 Follow standards and procedures for logging the change request 2.2 Document the expected impact to the user base during implementation 2.3 Identify levels of possible failure and the related reporting procedures 2.4 Document the expected outcomes of the modification 2.5 Inform user of modification implications 2.6 Assign the modification to appropriate person for actioning
3. Report review of results	3.1 Complete aspects of the change system and ensure the modification is tested and operational 3.2 Prepare the report and deliver to the appropriate person indicating the results of modification 3.3 Update and amend documentation and repositories

Required Skills and Knowledge

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

Required skills

- communication skills to liaise with customers and present information to users
- initiative and enterprise skills to:
 - maintain the continuity of information and communications technology (ICT) operations and business functions
 - resolve conflict while undertaking change procedures
 - review change procedures
- literacy skills to:
 - document the expected impact to the user base
 - document the expected outcomes of modifications
 - prepare modification request forms
 - prepare reports
 - report review of results
 - update and amend documentation and repositories
- planning and organisational skills to contribute to solutions and goals of a non-routine or contingency nature
- problem-solving skills to develop new backup procedures
- technical skills to undertake low-level programming.

Required knowledge

- change control procedures
- client business domain
- current industry-accepted hardware and software products, including their general features and capabilities
- help desk and maintenance practices
- quality assurance practices
- role of stakeholders and the degree of stakeholder involvement
- system testing
- features and functions of the system under modification
- 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: • identify the required modification • itemise the expected outcomes of the modification • demonstrate the steps involved in the implementation of the modification • document the modification.
Context of and specific resources for assessment	Assessment must ensure access to: • live system • benchmarking and testing tools • 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 implementation of change-management system • candidate determining the backup and blackout strategies • verbal or written questioning to assess candidate's knowledge of: • managing resolution of system faults on a live system • implications of success and failure of proposed modifications • required steps or procedures.
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.

Modification may include:	• assistance • enhancement • error correction • system recovery.
System may include:	• hardware components that run a computer • software components that run a computer.
Repositories may include:	• central repository • databases • program library.
Standards may include:	• International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and Australian Standards (AS) standards • organisational standards • project standards.
User may include:	• department within the organisation • person within a department • third party.
Reporting 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 the problem • real-time online support • web-based support.
Appropriate person may include:	• authorised business representative • client • project manager • supervisor.
Documentation may include:	• collection of records that describe the structure • hardware device • maintenance and data requirements for a computer program • operating system • operation • purpose.

Unit Sector(s)

Systems administration and support