



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS414A Evaluate system status

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 evaluate the status of a running system, covering both hardware and software aspects to determine system performance and reliability.

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 assessing the current condition of the system as a first step before problem resolution or upgrades.

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 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 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 according to 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 according to 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 in the documentation 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

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

Required skills

- analytical skills to evaluate feedback on client support
- communication skills to:
 - effectively use questioning and active listening techniques
 - gather feedback from users
 - liaise with technical team members
- initiative and enterprise skills to identify potential improvements to client support
- literacy skills to:
 - evaluate reports
 - prepare reports and update or amend system issues
 - read and interpret technical manuals and technical workplace documentation
 - review current support procedures and update accordingly based on feedback
 - problem-solving skills to determine issues around current methods of supporting users.

Required knowledge

- capacity planning
- change-control procedures
- client-business domain
- current industry-accepted hardware and software products, including their general features and capabilities
- help desk and maintenance practices
- one or more change-management tools
- quality assurance practices
- role and level of stakeholder involvement
- system testing
- features and functions of the system under evaluation
- 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: • test a system • identify comprehensive performance indicators to determine system performance and reliability related to both hardware and software • document the results.
Context of and specific resources for assessment	Assessment must ensure access to: • documentation standards • backup and recovery policies • database package with data • server and networked personal computer on which to conduct backup and recovery procedure • 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 evaluation of system status • determining the system performance and reliability • verbal or written questioning to assess candidate's knowledge of: • current functionality of the system • implications of success and failure of proposed modifications and the required steps or procedures • review of candidate's documentation of results of system test.
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.

Scope may include:	• data • hardware • maintenance • networks • personnel • processes • software • support • warranty.
System may include:	• application • business • computers • financial system • information system • management system • network • network operating system • software.
Organisational requirements may include:	• preventative maintenance and diagnostic policy • problem-solution processes • roles and technical responsibilities in the IT department • vendor and product service level agreements (SLAs) • work environment.
Users may include:	• department within the organisation • person within a department • third party.
Appropriate person may include:	• authorised business representative • client • project manager • supervisor.
Documentation may include:	• audit trails • client training • International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and

	Australian Standards (AS) standards • maintaining equipment inventory • naming standards • project-management templates and report writing • satisfaction reports • version control.
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Unit Sector(s)

Systems administration and support