



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICASAS506A Update IT system operational procedures**

**Release: 1**

## ICASAS506A Update IT system operational procedures

### 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 assess, update and document the operational procedures required to use the IT system.

### Application of the Unit

This unit applies to individuals in a range of information and communications technology (ICT) areas who are required to record the ways in which a system works.

### 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. Assess technical and user documentation | 1.1 Review current versions of <b><i>technical and user documentation</i></b><br>1.2 Compare accuracy of technical and user documentation with current <b><i>system</i></b> functionality<br>1.3 Identify and document inaccuracies in the documentation                                            |
| 2. Update procedures                       | 2.1 Determine operational procedure requirements using review outcomes<br>2.2 Develop or update operating procedures for the system<br>2.3 Submit proposed operating procedures to <b><i>appropriate person</i></b>                                                                                 |
| 3. Update documentation                    | 3.1 Review feedback and make appropriate changes<br>3.2 Update technical and user documentation to incorporate changes<br>3.3 Submit technical and user documentation to appropriate person for final approval<br>3.4 Distribute technical and user documentation as agreed with appropriate person |

## Required Skills and Knowledge

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

### Required skills

- communication skills to present information to staff and others
- literacy skills to:
  - analyse and evaluate documentation
  - update technical and user documentation
  - write business reports
- planning and organisational skills to:
  - develop procedures
  - work in teams
- problem-solving skills to analyse and evaluate information
- technical skills to:
  - operate current system
  - produce documents on various media for distribution
  - review technical documentation.

### Required knowledge

- client business domain
- current business practices related to preparing reports
- current industry-accepted hardware and software products, including their general features and capabilities
- documentation standards and tools
- role of stakeholders and the degree of stakeholder involvement.

## 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.*

|                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overview of assessment</b>                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• assess system functionality</li> <li>• review and update technical and user documentation</li> <li>• develop procedures to operate systems.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Context of and specific resources for assessment</b>                                             | <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• system or project-related documentation</li> <li>• staffing resources</li> <li>• documentation tools</li> <li>• appropriate learning and assessment support when required</li> <li>• modified equipment for people with special needs.</li> </ul>                                                                                                                                                                                                                                                                     |
| <b>Method of assessment</b>                                                                         | <p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct observation of candidate updating technical and user documentation</li> <li>• verbal or written questioning to assess candidate's knowledge of accuracy of technical and user documentation related to system functionality</li> <li>• review of operating procedures developed.</li> </ul>                                                                                                         |
| <b>Guidance information for assessment</b>                                                          | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>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.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.</p> |

## 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.*

|                                                      |                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Technical and user documentation</b> may include: | <ul style="list-style-type: none"> <li>• brochures</li> <li>• help references</li> <li>• online help</li> <li>• operational procedures</li> <li>• reports</li> <li>• system design</li> <li>• system functionality</li> <li>• system or project specifications</li> <li>• technical manuals</li> <li>• training materials and self-paced tutorials</li> <li>• user guides.</li> </ul> |
| <b>System</b> may include:                           | <ul style="list-style-type: none"> <li>• applications</li> <li>• databases</li> <li>• gateways</li> <li>• networks</li> <li>• operating systems</li> <li>• servers</li> <li>• software.</li> </ul>                                                                                                                                                                                    |
| <b>Appropriate person</b> may include:               | <ul style="list-style-type: none"> <li>• authorised business representative</li> <li>• client</li> <li>• supervisor.</li> </ul>                                                                                                                                                                                                                                                       |

## Unit Sector(s)

Systems administration and support