



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS512A Review and manage delivery of maintenance services

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 review and manage the delivery of maintenance services.

Application of the Unit

This unit applies to experienced managers, project managers and those with managerial responsibility for delivery of maintenance services.

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 service standards	1.1 Review service level agreements (SLAs) 1.2 Identify actual fault reporting and restoration performance and compare with SLAs to ensure they meet requirements 1.3 Record areas of discrepancy
2. Review infrastructure	2.1 Identify internal support and maintenance options 2.2 Undertake a review of infrastructure 2.3 Record areas of discrepancy
3. Determine and implement solutions	3.1 Compare service standards and infrastructure discrepancies and identify gaps in existing service 3.2 Document discrepancies identified 3.3 Determine cost-effective solutions and impact 3.4 Implement solutions
4. Organise reviews	4.1 Determine guidelines for regular reviews with stakeholders 4.2 Undertake reviews as per agreed guidelines 4.3 Document review process and submit to the stakeholder 4.4 Ensure effective reporting procedures are in place and used

Required Skills and Knowledge

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

Required skills

- analytical skills to:
 - analyse risk when reviewing change procedures
 - compare actual performance with SLA
- communication skills to:
 - facilitate groups to present and collect information and gain consensus on concepts
 - manage conflicts and handle difficult clients related to reviewing change procedures
 - negotiate with other team members
 - provide customer service
- literacy skills to:
 - evaluate and present information
 - write reports for business
- problem-solving skills involving participation in the development of strategic initiatives
- teamwork skills to contribute to solutions and goals of a non-routine or contingency nature
- technical skills to maintain the continuity of IT operations and business functions during change management.

Required knowledge

- business scheduling requirements
- capacity planning
- change-control procedures
- context of changes being implemented
- current industry-accepted hardware and software products, including their general features and capabilities
- general knowledge of the client business domain
- help desk and maintenance practices
- role of stakeholders and the degree of stakeholder involvement
- features and functions of 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: - analyse and report on faults and restoration performance and compliance with SLA - analyse and prioritise requests according to business requirements - review infrastructure and document discrepancies with expected service delivery - implement cost-effective solutions and evaluate impact.
Context of and specific resources for assessment	Assessment must ensure access to: - sites on which review of delivery of maintenance services may be conducted - established IT service infrastructure - SLAs and business guidelines - 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: - verbal or written questioning to assess knowledge of compliance with service level agreement - direct observation of candidate reviewing fault reports, restoration performance and infrastructure discrepancies - review of documentation prepared by candidate for regular assessments with stakeholders, including guidelines, processes and 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.

<i>Service level agreements</i> may relate to:	• range of different infrastructure services: • application service providers (ASP) • communications carriers • internet service providers (ISP) • SLAs for vendor products • business processes and requirements • charge back to business units • clearly specified and quantified service levels • evaluation or audit of service levels • expectations regarding servicing • penalties • workload and performance considerations.
<i>Maintenance options</i> may include:	• business hours only support • continuous support and technical help • real-time online support • on-site response • remote diagnostics • return to depot • second-level support • telephone support • web-based support.
<i>Stakeholders</i> may include:	• development team • project team • sponsor • user.

Unit Sector(s)

Systems administration and support