



Australian Government

ICTICT304 Implement system software changes

Release: 1

ICTICT304 Implement system software changes

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement system software changes and to hand over the modified system to the client's operational area.

It applies to individuals working in support roles who are required to update operating systems on client computers with the latest technology fixes, working under minimum supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine system changes required	1.1 Determine and record required changes to system 1.2 Ensure documentary evidence exists to support changes and evaluate changes required 1.3 Complete documentation required according to maintenance methodologies 1.4 Clarify and confirm nature of the changes with the client 1.5 Obtain technical data from reliable sources and request other resources that may be required to complete the changes
2. Carry out system changes	2.1 Plan the procedure to effect intended changes 2.2 Consult with colleagues and users involved in the proposed

ELEMENT	PERFORMANCE CRITERIA
	changes and agree a mutually acceptable timeline and method of implementation 2.3 Copy initialisation or configuration files prior to implementation 2.4 Create a roll-back path in the event of failure 2.5 Ensure changes required in software are made according to project or organisational guidelines 2.6 Test and verify that the changes have been made according to implementation guides and organisational standards
3. Present changes to client	3.1 Demonstrate changes to the client and explain the impact of these changes 3.2 Work towards making these changes acceptable to the client if changes are rejected, or making further modifications if required 3.3 Update documentation and repositories according to standards and update modifications made to the change management system
4. Perform handover to client	4.1 Update documentation and client procedures to reflect changes made 4.2 Secure sign-off of acceptance documents by client 4.3 Facilitate handover of modified system to client's operational area

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.5	- Identifies and interprets hard copy, online and computer generated text, numerical and diagrammatic information with systems software specific terminology - Reviews a range of organisational documentation to identify relevant information relating to the requirements of both the job role

		and organisation
Writing	1.1, 1.3, 3.3, 4.1	Uses correct spelling and grammar, plain English and, when necessary, systems related text and terminology to complete documentation and update client procedures
Oral Communication	1.1, 1.2, 1.4, 1.5, 2.1, 2.2, 3.1, 3.2, 4.2, 4.3	- Uses effective listening and questioning techniques and systems related terminology to elicit information about the systems and determine the job requirements - Converts highly technical language and terminology to plain English to communicate changes to, and gather feedback from, the client(s)
Navigate the world of work	2.5, 2.6, 3.3	Recognises and follows explicit protocols and meets expectations associated with own role
Get the work done	1.1, 2.1-2.4, 2.6, 3.2, 3.3, 4.3	- Initiates standard procedures when responding to familiar problems within immediate context - Recognises some general design and operating principles of digital tools and uses these to help when modifying systems and when troubleshooting - Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT304 Implement system software changes	ICAICT304A Implement system software changes	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTICT304 Implement system software changes

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Performance Evidence

Evidence of the ability to:

- evaluate, document and implement changes to the system with minimum disruption to the system and client users
- hand over the project to the client with instructions and updated documentation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify and describe business scheduling requirements
- identify change control procedures
- describe client business domain
- discuss current industry accepted hardware and software products
- discuss emerging standards for data and voice communications
- outline the system's current functionality
- discuss the features of the system under modification
- outline the organisational policy and procedures with regard to system changes
- recognise vendor software services with regard to system changes.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- a computer

- system software currently used in industry
- technical manuals and tools.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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