



Australian Government

ICTICT315 Implement system software changes

Release: 1

ICTICT315 Implement system software changes

Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Supersedes and is equivalent to ICTICT304 Implement system software changes.

Application

This unit describes the skills and knowledge required to apply system software changes and deliver modified systems to a variety of operational areas.

The unit applies to individuals who may work in roles such as digital maintenance technicians who monitor operating systems on client computers and conduct various technology fixes.

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. Prepare for system changes	1.1 Confirm work brief and tasks according to organisational policies and procedures 1.2 Identify system changes and update requirements according to work brief 1.3 Evaluate impact of changing system software according to work brief 1.4 Complete required documentation for system software changes according to maintenance methodologies 1.5 Obtain technical data from required personnel and request other resources required to complete system software changes

ELEMENT	PERFORMANCE CRITERIA
2. Carry out system changes	2.1 Plan procedure to execute required system changes according to organisational policies and procedures 2.2 Consult with required personnel and users involved in the proposed changes and agree on a mutually acceptable timeline and implementation method 2.3 Copy initialisation and configuration files prior to implementation according to organisational requirements 2.4 Create a roll-back path in the event of failure according to work brief 2.5 Test system and confirm changes have been made according to organisational policies and procedures
3. Finalise system changes	3.1 Document process used for system software changes and record impact to systems according to work brief 3.2 Distribute document and seek feedback from required personnel 3.3 Implement feedback on system software 3.4 Update documentation and repositories according to organisational policies and procedures 3.5 Update modifications in the change management system
4. Perform handover to required personnel	4.1 Recommend updates to organisational policies and procedures to reflect implemented changes 4.2 Obtain sign-off on recommendations from required personnel 4.3 Review operational areas impacted by updated system and notify required personnel according to work brief 4.4 Facilitate handover of modified system to operational areas

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Oral communication	- Converts technical language and terminology to plain English to communicate changes and gather feedback - Asks questions and actively listens to gather information about job requirements and software systems
Reading	Identifies and interprets a variety of texts, and numerical and diagrammatic information

Skill	Description
	Reviews a range of organisational documents to identify organisational requirements
Writing	Uses correct spelling, grammar and plain English to complete documentation
Initiative and enterprise	- Identifies and follows established protocols and meets expectations associated with own role - Initiates standard procedures when responding to familiar problems in immediate context
Planning and organising	Takes responsibility for planning and organising own workload, identifying ways of sequencing for greater efficiency
Problem solving	Understands some general design and operating principles of digital tools to help with modifying systems and when troubleshooting
Technology	Identifies purpose and specific functions of system software used in work contexts

Unit Mapping Information

Supersedes and is equivalent to ICTICT304 Implement system software changes.

Links

Companion Volume Implementation Guide is found on VETNet - -

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

Assessment Requirements for ICTICT315 Implement system software changes

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- complete at least two different types of system software changes.

In the course of the above, the candidate must:

- test and evaluate the impact of system software changes
- consult with required personnel and users from impacted organisational areas
- hand over system software changes with instructions and updated documentation to organisational areas
- configure computers to accept new or upgraded application software
- apply required organisational policies and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- functions and features of:
 - basic software applications in relation to computer systems
 - roll-back paths in the event of system failure
 - maintenance methodologies
- methods to monitor system software updates and advances
- impact of software changes, updates and advances on computer systems
- types of technical data required for making changes to software
- configuration instructions, plans and techniques for software updates
- types of initialisation and configuration files

- methods to update repositories after software updates and changes occur
- types of organisational documents and formats used to record system software updates and changes
- functions and features of change management systems
- types of operational areas that may be impacted by software changes
- methods to facilitate the handover of modified systems
- testing procedures for computer systems
- organisational scheduling requirements
- industry-accepted hardware and software products
- vendor software service specifications regarding system software changes
- organisational policies and procedures, and legislative requirements relating to work tasks.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- a computer on which system software changes are to be applied
- software applications to be updated or changed
- opportunities for interaction with others
- work brief and organisational policies and procedures required to demonstrate the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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