



Australian Government

ICTICT422 Participate in ICT services

Release: 1

ICTICT422 Participate in ICT services

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 apply the principles of service management when working in an information and communications technology (ICT) service desk environment.

It applies to individuals who work in ICT service roles and are responsible for providing ICT service desk support.

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 to work on a service desk	1.1 Identify policy and procedures of service desk quality 1.2 Apply concepts and terminology associated with a service desk environment 1.3 Use appropriate service principles
2. Support a service desk	2.1 Use service desk systems to open a new service call 2.2 Inform customer of the progress of the call using service principles 2.3 Escalate a service desk call following service principles 2.4 Implement service desk closure principles

ELEMENT	PERFORMANCE CRITERIA
	2.5 Seek user feedback following closure of a service desk call
3. Apply continuous improvement to service desk	3.1 Review service desk records 3.2 Plan methods of improving performance 3.3 Document proposed improvements and submit to appropriate person

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, 3.1	Identifies and interprets textual and organisational documentation containing ICT specific terminology to service desk quality, and review records
Writing	2.5, 3.3	Uses clear, concise language, correct spelling and grammar, and relevant ICT terminology to obtain feedback and document proposed improvements
Oral Communication	1.2, 1.3, 2.1-2.5	Employs a courteous manner, appropriate tone, detailed and clear language, specific ICT terminology, and effective listening and questioning techniques together with reflective responses to elicit customer information and give and receive feedback
Interact with others	3.3	Actively identifies the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience
Get the work done	1.1, 1.2, 2.1, 2.4, 3.2	- Takes responsibility for defining key aspects of own workload, balancing own needs and priorities with customers' needs - Demonstrates a sophisticated understanding of principles, concepts, language and practices associated with the digital world and uses these to troubleshoot and understand the uses and potential of new technology

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT422 Participate in ICT services	ICAICT422A Participate in IT services	Updated to meet Standards for Training Packages. Minor edit to title	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 ICTICT422 Participate in ICT services

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Performance Evidence

Evidence of the ability to:

- provide service desk support
- plan and document strategies to improve service desk performance.

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:

- outline:
 - enterprise escalation policy and procedures
 - industry best practice in information and communications technology (ICT) service desk support
- identify and describe:
 - basic technical service management terminology
 - legislation, codes of practice and other formal agreements that directly impact on resolution processes
 - quality assurance of processes and procedures relating to service desk
 - service management relating to service desk.

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 ICT industry, and include access to:

- an ICT service desk environment
- current service logs and procedures

- service desk software
- customer contact technologies currently used in industry.

Assessors must satisfy NVR/AQTF assessor requirements.

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