



Australian Government

Assessment Requirements for ICTICT446 Apply ICT service management principles

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

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:

- apply service desk management principles in the provision of service desk support for two different services cases, on separate occasions.

In the course of the above, the candidate must:

- access, test and operate service desk systems according to organisational procedures
- investigate and confirm nature of service case and provide service desk support
- plan and document strategies to improve service desk performance.

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:

- service management principles
- service desk procedures
- service desk system operation and testing
- service case support, management and closure procedures
- organisational guidelines, policies and procedures applicable to service desk management, including escalation policy and procedures
- industry standard practices in ICT service desk support
- basic technical service management terminology
- legislation, codes of practice and other formal agreements directly impacting resolution processes
- quality assurance applicable to service desk management.

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:

- service management principles
- customer, client or user with service case that requires resolution
- legislation, codes of practice and other formal agreements that directly impact on resolution processes
- service logs and procedures
- service desk software and systems
- customer contact technologies.

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

Links

Companion Volume Implementation Guide is found on VETNet -

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