



Australian Government

ICTICT446 Apply ICT service management principles

Release: 1

ICTICT446 Apply ICT service management principles

Modification History

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

Application

This unit describes the skills and knowledge required to apply the principles of service management when supporting and resolving Information and Communications Technology (ICT) service desk cases.

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 service desk	1.1 Identify organisational policies and procedures of service desk quality 1.2 Identify service management principles 1.3 Access and prepare service desk environment according to organisational procedures 1.4 Test service desk systems are working to function according to organisational procedures
2. Support service desk	2.1 Operate service desk systems to open a new service case 2.2 Investigate and confirm nature of service case 2.3 Inform customer of service case progression according

ELEMENT	PERFORMANCE CRITERIA
	to service management principles 2.4 Escalate service case according to service management principles, when required 2.5 Confirm service case is resolved 2.6 Implement service desk closure principles 2.7 Seek client feedback on closure of service case
3. Apply continuous improvement to service desk	3.1 Review service desk records according to service management principles 3.2 Identify potential service desk areas for improvement 3.3 Plan implementation of service desk performance improvement 3.4 Document proposed improvements and submit to required personnel
4. Finalise service desk procedures	4.1 Confirm all service desk and management procedures have been performed 4.2 Review and assess impact of service desk support according to service management principles 4.3 Evaluate and report on service desk procedures according to service management principles

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
Reading	Identifies and interprets textual and organisational documentation containing ICT specific terminology to service desk quality and review records
Writing	Uses language, spelling and grammar and applicable ICT terminology to obtain feedback and document proposed improvements
Oral Communication	Uses listening and questioning techniques together with reflective responses to elicit customer information and give and receive feedback
Teamwork	Identifies requirements of important communication exchanges, selecting applicable channels, format, tone and content according to purpose and audience
Self-management	Takes responsibility for defining key aspects of own workload, balancing own needs and priorities with customers' needs

Technology	Interprets principles, concepts, language and practices associated with the digital world and uses these to troubleshoot and understand uses and potential of new technology
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Unit Mapping Information

Supersedes and is equivalent to ICTICT422 Participate in ICT services.

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 ICTICT446 Apply ICT service management principles

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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:

- 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

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