



Australian Government

ICTICT813 Manage ICT services

Release: 1

ICTICT813 Manage 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 quality management and to develop a code of practice for information and communications technology (ICT) service management.

It applies to individuals who work in senior management positions and manage a wide range of ICT projects, and lead the analysis, implementation and management of emerging, and converging, ICTs as they are integrated into the business process to support organisational strategic goals.

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 manage ICT services	1.1 Identify the quality requirement principles to provide ICT service provision, according to the business needs and expectations 1.2 Research and critically analyse, the appropriate service processes 1.3 Analyse continual improvement processes, to align and realign, the ICT services to business needs
2. Develop the quality requirements for ICT	2.1 Identify the specific quality requirements to improve the service management processes

ELEMENT	PERFORMANCE CRITERIA
service management	2.2 Align ICT services with the business, applying service management concepts 2.3 Develop the strategies for the control, delivery and support of ICT services
3. Develop a code of practice for ICT service management	3.1 Research and critically analyse, best practice processes 3.2 Document best practice processes for ICT service management 3.3 Implement the identified best practice processes 3.4 Evaluate, monitor and improve ICT service management

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, 1.3, 2.1, 3.1, 3.4	Identifies, analyses and critically evaluates, complex online and hard copy documentation containing service-management and technology-specific terminology, in order to research, develop, monitor and improve, a quality service management process
Writing	2.2, 2.3, 3.2, 3.4	Uses plain English, the appropriate grammatical structures and terminology, diagrams and flow charts, and the formatting, and document structure, relevant to the subject matter and audience, to develop strategies and best practice processes
Oral Communication	1.1-1.3, 2.1-2.3, 3.1, 3.3, 3.4	- Expresses research and resource requirements clearly, and directs discussions to elicit information, and the views and opinions of others, by using effective listening and open, questioning techniques - Articulates requirements and methodologies clearly, using the appropriate tone, style, body language and reflective responses
Get the work done	1.1-1.3, 2.1-2.3, 3.1, 3.4	- Considers the strategic and operational potential of digital technology to achieve work goals, enhance work processes, create opportunities and reduce risks - Draws on a broad understanding of the context and uses a combination of analysis and intuition, to decide

		whether an idea is worth developing and implementing • Develops plans for complex high-impact activities with strategic implications • Recognises and addresses complex problems involving multiple variables
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT813 Manage ICT services	ICAICT713A Manage IT services	Updated to meet Standards for Training Packages. Minor edit to title. Recoded and minor changes to Performance Criteria to meet AQF requirements.	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 ICTICT813 Manage ICT services

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Performance Evidence

Evidence of the ability to:

- research and critically analyse the provision of quality information and communications technology (ICT) services
- review, then develop and implement, procedures and processes to improve the quality of ICT service management
- critically review, evaluate, monitor and improve the ICT service management.

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:

- review and appraise ICT service management concepts and processes
- research and critically review, the quality assurance procedures in ICT services
- discriminate and summarise, industry best practice processes in ICT services
- summarise and contrast, the technical terminology relevant to service management.

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:

- a current service organisational chart
- current service logs and procedures
- an organisational mission statement.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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