



Australian Government

ICTNWK308 Determine and action network problems

Release: 1

ICTNWK308 Determine and action network problems

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 identify, document and provide solutions to network related problems in the context of the technical environment.

It applies to individuals involved in frontline technical support, who maintain network continuity by isolating and rectifying network problems as they arise.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Networking

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 action network problems	1.1 Identify organisational policies and procedures to document user reported network problems 1.2 Determine network problem reported by organisational users 1.3 Document reported network problem according to organisational policies and procedures
2. Determine service level requirements and agreements	2.1 Determine existing third-party insurance policies and existing coverage 2.2 Determine existing maintenance and technical support agreements 2.3 Verify scope and coverage of maintenance and technical support agreements according to organisational requirements

ELEMENT	PERFORMANCE CRITERIA
3. Carry out maintenance support	3.1 Diagnose and confirm scope of identified problem according to task requirements 3.2 Determine solution to identified problem, including hardware and software components and action required 3.3 Obtain required hardware and software components 3.4 Carry out required resolution maintenance according to task requirements
4. Prepare and submit maintenance report	4.1 Refer unresolved maintenance requirements to higher level service area 4.2 Prepare maintenance report according to support agreements and organisational requirements 4.3 Submit maintenance report to required personnel

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	• Interprets systems design terminology, syntax and diagrams, and applies information to task • Integrates and evaluates a range of textual information to maintain effective methods and appropriate standards in technical environment
Writing	• Prepares documentation outlining reported network problem and recommendation according to organisational procedures
Oral Communication	• Uses listening and questioning techniques to articulate information and task requirements using succinct verbal language
Numeracy	• Interprets numerical data relating to network operations and performance indicators
Planning and organising	• Completes tasks within workplace timeframes • Demonstrates responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency, and considering how to link with work of others
Problem-solving	• Initiates standard procedures when responding to familiar problems within immediate context • Responds to highly obvious routine problems, using step by step instruction and procedures, or by a trial and error process, for non-critical situations

Technology	• Demonstrates an understanding of purposes, specific functions and key features of common digital systems, and tools, and operates them effectively to complete routine tasks
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Unit Mapping Information

Supersedes and is equivalent to ICTNWK302 Determine and action network problems.

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 ICTNWK308 Determine and action network problems

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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:

- determine and action at least two different network problems reported by at least two different organisational users
- document finalised solution for two different reported network problems.

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:

- common networking procedures for diagnostic testing and solution seeking
- organisational policies and procedures for documenting and logging reported service issues
- contracting and maintenance requirements
- organisational problem escalation procedures
- inventory processes that may be used to determine and action network problems
- technical features and functions of network hardware and software systems
- common network problems relating to organisational information
- agreements used for technical support.

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:

- reported network user problems
- a network
- hardware

- diagnostic tools, components and software
- records and reports
- organisational guidelines and procedures
- industry standard ICT blueprint.

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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