



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>