



Australian Government

ICTSAS210 Update and maintain hardware, software and documentation inventories

Release: 2

ICTSAS210 Update and maintain hardware, software and documentation inventories

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.
Release 2	Correcting an error in the Application.

Application

This unit describes the skills and knowledge required to update, store and record details of hardware, software and technical documentation within an inventory management software program.

It applies to frontline technical support personnel who work under supervision to maintain hardware, software and documentation in a small to large office environment.

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

Unit Sector

Systems administration and support

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. Update hardware, software and documentation inventories	1.1 Access hardware, software and documentation inventories according to organisational procedures 1.2 Update hardware, software and documentation inventories according to organisational procedures 1.3 Update software licenses and upgrade software according to organisational procedures 1.4 Record and organise documentation storage
2. Maintain hardware, software and	2.1 Examine and perform maintenance on hardware, software and documentation inventories according to organisational

ELEMENT	PERFORMANCE CRITERIA
documentation inventories	procedures 2.2 Document maintenance procedures performed according to organisational procedures 2.3 Store technical documentation according to organisational policies and procedures 2.4 Access and disseminate technical documentation as required
3. Finalise inventory maintenance activities	3.1 Record maintenance activities according to organisational procedures 3.2 Store hardware, software and equipment that is not in use, according to technical manuals 3.3 Escalate maintenance problems to required personnel according to organisational procedures 3.4 Report completion of maintenance activities 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	Accesses and interprets textual information from a range of sources to record, manage and maintain information
Writing	Accurately records and completes documentation according to organisational formats and procedures
Oral Communication	Participates in verbal exchanges of basic ideas that elicit views, opinions and feedback from others
Planning and organising	- Interprets roles and responsibilities for task and makes basic decisions on work completion parameters - Plans and implements routine tasks and workload, making limited decisions on sequencing, timing and collaboration and seeking assistance in setting priorities
Technology	Interprets the purpose and operates the specific functions and key features of common digital systems and tools to complete routine tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS201 Maintain inventories for equipment, software and documentation.

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 ICTSAS210 Update and maintain hardware, software and documentation inventories

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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:

- update and maintain at least one of each hardware and software inventories according to identified storage and retrieval policy and organisational procedures
- update and maintain at least two documentation inventories according to identified storage and retrieval policy and organisational procedures, including:
 - user documentation
 - technical manuals
- create a profile and description for hardware inventories.

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:

- organisational procedures including:
 - hardware, software and documentation inventory access
 - hardware, software and documentation inventory updates
 - software licenses and software upgrades
 - hardware, software and documentation inventory maintenance
 - maintenance documentation and recording
 - escalation procedures
- technical documentation processes
- software licensing requirements
- inventory principles and procedures.

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:

- hardware, equipment and materials
- industry and inventory management software packages
- organisational documentation
- enterprise intranet
- required person for escalation.

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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