



Australian Government

ICTSAS406 Implement and hand over system components

Release: 1

ICTSAS406 Implement and hand over system components

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 ensure the system is operational prior to hand over for client use, including conducting formal testing and trials to determine whether the system satisfies its acceptance criteria.

It applies to individuals who may work under supervision but have a level of responsibility in ensuring work is planned and completed according to quality and client requirements.

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. Confirm system integrity	1.1 Check functioning of the system and its components in both a stand-alone and integrated environment 1.2 Specify shortcomings or problems and create an action plan 1.3 Review action plan with client 1.4 Document system components according to standards and procedures
2. Provide operation and maintenance guidance	2.1 Identify and document operational issues and procedures 2.2 Discuss maintenance issues with technical support, and document outcomes 2.3 Compare maintenance, operational and warranty

ELEMENT	PERFORMANCE CRITERIA
	considerations with service level agreements (SLAs) and document discrepancies 2.4 Clarify outstanding issues with client
3. Hand over system to client	3.1 Demonstrate installed system to client 3.2 Obtain client sign-off to confirm satisfaction and acceptance of the installed system 3.3 Discuss and confirm short-term implementation support with client 3.4 Discuss and confirm further training needs with client 3.5 Document needs and submit to appropriate person for action

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	1.3, 1.4, 2.3	Interprets and analyses numeric data and textual information containing technical terms and specifications to determine and adhere to requirements
Writing	1.2, 1.4, 2.1-2.4, 3.5	- Records information using required format, accurate spelling and grammar, and terminology specific to requirements - Develops material containing specific requirements using clear and technical language, and organises content in a manner that supports the purpose of the document
Oral Communication	1.3, 2.2, 2.4, 3.1, 3.2, 3.4	Uses clear language to explain technical information and participates effectively in verbal exchanges to clarify requirements in formal and informal situations
Navigate the world of work	1.1, 3.2	Takes personal responsibility for following explicit and implicit policies, procedures and standards
Interact with others	1.3, 2.2, 2.4, 3.1, 3.3-3.5	Selects and uses appropriate conventions and protocols when communicating with client and others in a range of work contexts
Get the work	1.1-1.3, 2.1, 2.3,	Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and

done	3.2-3.4	effective outcomes • Uses formal analytical thinking techniques for identifying issues and generating possible solutions, seeking input from others as required • Uses the main features and functions of digital tools to complete work tasks
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS406 Implement and hand over system components	ICASAS406A Implement and hand over system components	Updated to meet Standards for Training Packages	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 ICTSAS406 Implement and hand over system components

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Performance Evidence

Evidence of the ability to:

- confirm system integrity prior to hand over
- provide operational and maintenance guidance
- hand over system to client.

Note: Evidence must be provided on at least TWO occasions.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- discuss current business practices related to preparing reports, including confirming system integrity and handing over the system
- evaluate current industry accepted hardware and software products to enable candidate to optimise value of a supply contract
- outline key aspects of change management systems
- discuss issues relating to the client-business domain
- describe a range of information gathering techniques
- explain key operational procedures for ICT systems
- analyse key features and processes involved in project planning, including:
 - constraints
 - guidelines
 - deadlines
- outline key features of quality assurance practices
- analyse role of stakeholders in service level agreements (SLA) and discuss degree of stakeholder involvement in determining levels of responsibility in a project
- describe vendor product trend directions.

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 systems administration and support field of work and include access to:

- special purpose tools, equipment and materials
- industry software packages
- customer computer site and system or suitable simulated system and environment
- implementation plan
- people involved in hand over
- project plan
- service level agreements.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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