



Australian Government

ICTSAS410 Identify and resolve client ICT problems

Release: 2

ICTSAS410 Identify and resolve client ICT problems

Modification History

Release	Comments
Release 2	This version released with ICT Information and Communications Technology Training Package Version 5.0.
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 record and prioritise client support activities, determine the required resources, solve client information and communications technology (ICT) problems or escalate as necessary.

It applies to experienced individuals who apply specialised and technical knowledge and have responsibility for providing support to end users.

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. Determine client problems	1.1 Determine client problem by using questioning or other techniques 1.2 Document responses of client for follow-up action 1.3 Examine logged requests to determine specific requirements 1.4 Take action where required to gain further information 1.5 Refer to a database of known problems to identify possible

ELEMENT	PERFORMANCE CRITERIA
	resolution options
2. Prioritise client problems	2.1 Determine scale of the problem based on information gathered 2.2 Establish and record relevant constraints 2.3 Undertake an impact analysis of the problem to determine severity and risks 2.4 Prioritise problem according to organisation's escalation procedures 2.5 Provide advice and support to the client from database of known problems, where appropriate
3. Refer problems where required	3.1 Investigate and apply appropriate process to follow when referring problems to third parties 3.2 Provide third party with client and problem details as required 3.3 Document advice and support provided by third party according to organisational guidelines, where appropriate
4. Carry out maintenance	4.1 Obtain appropriate components for resolution in line with organisational guidelines 4.2 Complete maintenance in line with organisational guidelines 4.3 Store or dispose of used components following organisational environmental guidelines
5. Prepare maintenance report	5.1 Prepare a maintenance report, including information about problems and resolution action 5.2 Forward maintenance report to client for feedback
6. Confirm problem resolution	6.1 Obtain feedback from client to ensure requirements have been met 6.2 Forward client feedback to appropriate person for sign-off and record in known problems database as appropriate

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 technical specifications and numerical data

	from a range of documentation and sources to assist in rectifying problems
Writing	• Uses clear language and formats appropriate for the audience to convey explicit technical information, requirements and recommendations
Oral Communication	• Uses inclusive questioning techniques to obtain information from clients and provides clear and precise advice and information to others
Navigate the world of work	• Develops and maintains knowledge relevant to work role
Interact with others	• Selects and uses appropriate conventions and protocols when communicating with client and others in a range of work contexts
Get the work done	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes • Uses formal analytical thinking techniques for identifying issues and generating possible solutions, seeking input from others as required • Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS410 Identify and resolve client ICT problems (Release 2)	ICASAS410 Identify and resolve client ICT problems (Release 1)	Updated template to apply consistent format between units. Minor update to knowledge evidence.	Equivalent unit

Links

Companion Volume Implementation Guides are available from VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTSAS410 Identify and resolve client ICT 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:

- record and prioritise client support activities
- determine required resources
- resolve client problems or escalate according to organisational guidelines or practices
- prepare maintenance report
- seek and record client feedback.

Note: Evidence must be supplied for at least two client support activities.

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:

- hardware and software products:
 - currently in use
 - supported by the organisation
- sustainable practices consistent with information and communications technology (ICT) industry
- help desk or service desk structure and escalation procedures
- key functions and basic features of operating system
- organisational structure of workplace

- principles of equal employment opportunity and anti-discrimination relating to client ICT problems
- principles of OHS relating to client ICT problems
- workplace security and network guidelines 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:

- special purpose tools, equipment and materials
- industry software packages
- sites with a representative range of current industry-standard hardware, software and diagnostic tools
- technical records
- organisational guidelines
- vendor documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

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