



Australian Government

ICTSAS412 Action change requests

Release: 1

ICTSAS412 Action change requests

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 receive, review and carry out change requests while using a change management system, according to client requirements.

This unit applies to individuals who may work under supervision and have a level of responsibility to ensure work is completed to quality standards and 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. Review change requests	1.1 Receive and document requests for hardware and software changes from client, using a change management system and according to organisational help desk procedures 1.2 Gather and organise system data relevant to the change requests, using available diagnostic tools 1.3 Review proposed changes against current and future business requirements and examine system data, with work team, to select appropriate changes 1.4 Discuss and clarify the selected changes with client
2. Modify system according to requested	2.1 Develop a plan, with prioritised tasks and contingency

ELEMENT	PERFORMANCE CRITERIA
changes	arrangements, for modification of the system 2.2 Undertake selected system changes according to organisational guidelines and procedures, and according to manufacturer recommendations 2.3 Test system changes for performance, and identify problems 2.4 Resolve identified problems 2.5 Revise relevant client and technical documentation to reflect system changes according to organisational standards 2.6 Notify client of status of change and update change management system, as per organisational help desk procedures
3. Prepare and deliver training on use of modified system	3.1 Prepare training to meet needs of client in using the changed system 3.2 Deliver prepared training appropriate to client

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	1.1, 1.2, 1.3	Interprets and analyses technical textual information and numerical data to determine requirements and complete necessary actions
Writing	1.1, 1.4, 2.1, 2.5, 2.6	Uses clear language and formats appropriate to the task to record and update explicit technical information, requirements and recommendations
Oral Communication	1.4, 2.6, 3.2	Uses clear and precise language, and interacts effectively with a range of personnel to convey complex technical information, including during training sessions
Interact with others	1.3, 3.2	Selects and uses appropriate conventions and protocols when communicating with co-workers and client in a range of work contexts
Get the work done	1.1-1.3, 2.1-2.6, 3.1, 3.2	- 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
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS412 Action change requests	ICASAS412A Action change requests	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 ICTSAS412 Action change requests

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- review and assess change requests/requirements
- prioritise tasks
- plan and implement change procedures
- comply with organisational guidelines and client requirements
- prepare and deliver training appropriate to the client.

Note: Evidence must be provided for at least TWO organisations or situations.

Knowledge Evidence

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

- analyse current practices relating to:
 - change management procedures and criteria
 - change-management tools
 - help desk practices
 - quality assurance practices
- describe key features of the client business domain including the role of stakeholders and the degree of stakeholder involvement
- describe the key features and capabilities of current industry-accepted hardware and software products
- analyse current service level agreements (SLAs) within or between organisations
- explain the process for system testing
- outline the system's current functionality.

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
- change request documentation
- physical system or network
- technical manuals
- appropriate diagnostic tools
- current business requirements
- documentation standards
- Change management system.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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