



Australian Government

Assessment Requirements for ICTSAS413 Manage resolution of system faults on a live system

Release: 1

Assessment Requirements for ICTSAS413 Manage resolution of system faults on a live system

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:

- identify the required modifications
- itemise the expected outcomes of the modifications
- implement the modifications
- document and report on the modifications.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

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

- describe the key features of change control procedures
- describe the 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 the key features of help desk and maintenance practices
- discuss quality assurance practices
- explain the process for system testing
- outline the system's current functionality and describe the features and functions of the system under modification
- identify and summarise industry standards that apply to the information and communications technology (ICT) industry.
-

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, including access to:

- special purpose tools, equipment and materials
- live system
- benchmarking and testing tools.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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