



Australian Government

ICTSAS413 Manage resolution of system faults on a live system

Release: 1

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.

Application

This unit describes the skills and knowledge required to manage reactive errors and failures on a live system.

It applies to individuals who apply specialised and technical knowledge and a systematic approach to monitor, maintain and troubleshoot maintenance requirements on systems that are currently operating.

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 maintenance methodologies and repositories	1.1 Identify the nature of modification to the system 1.2 Confirm existence and currency of repositories 1.3 Review repositories for changes and develop new backup procedures 1.4 Prepare or check modification request forms and levels of authority for sign-off 1.5 Develop a hierarchy of modifications and the response for each 1.6 Determine backup and blackout strategies in place
2. Implement change	2.1 Follow standards and procedures for logging the change

ELEMENT	PERFORMANCE CRITERIA
management system	request 2.2 Document expected impact to user base during implementation 2.3 Identify levels of possible failure and related reporting procedures 2.4 Document expected outcomes of the modification 2.5 Inform user of modification implications 2.6 Assign modification to appropriate person for actioning
3. Report review of results	3.1 Complete aspects of the change system and ensure modification is tested and operational 3.2 Prepare report and deliver to appropriate person, indicating the results of modification 3.3 Update and amend documentation and repositories

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	1.1-1.3	Interprets technical and non-technical information and numerical data from a range of documentation and sources to assist with troubleshooting and rectifying problems
Writing	1.3-1.5, 2.2, 2.4, 2.5, 3.2, 3.3	Records and reports specific information logically, using appropriate formats and structures, and revises and updates documentation and repositories based on outcomes of action
Oral Communication	2.5, 2.6	Uses industry specific vocabulary to explain and present information to a range of personnel
Numeracy	1.2, 1.3, 1.5, 2.1, 3.2, 3.3	Uses mathematical equations to calculate and compare numerical data to determine required actions and for preparing technical reports
Interact with others	2.5, 2.6, 3.2	Selects and uses appropriate conventions and protocols when communicating with co-workers and others in a range of work contexts
Get the work	1.1-1.6, 2.1-2.3, 2.6,	Takes responsibility for planning, sequencing and

done	3.1-3.3	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
ICTSAS413 Manage resolution of system faults on a live system	ICASAS413A Manage resolution of system faults on a live system	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 ICTSAS413 Manage resolution of system faults on a live system

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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.
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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

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