



Australian Government

ICTSAS414 Evaluate system status

Release: 1

ICTSAS414 Evaluate system status

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 skills and knowledge required to evaluate the status of a running system, covering both hardware and software aspects to determine system performance and reliability.

It applies to individuals who apply specialised and technical knowledge and a systematic approach to assessing and evaluating systems prior to problem resolution or upgrades.

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 scope and evaluation parameters	1.1 Determine scope of the system evaluation 1.2 Comply with organisational requirements when planning a 'change of status' test 1.3 Review reason for the evaluation, its objectives, deliverables and key performance indicators, using appropriate capacity tools 1.4 Plan and document status evaluation and factor in time, environment, internal and external issues 1.5 Alert affected users if evaluation is likely to impact their operations 1.6 Develop a plan for the evaluation and identify resources and methods to be used

ELEMENT	PERFORMANCE CRITERIA
2. Carry out evaluation	2.1 Organise required resources as outlined in the plan, and put in place manual or computerised evaluation methods 2.2 Run evaluation process according to agreed scope and evaluation parameters 2.3 Record status as per procedural parameters and plan 2.4 Observe and document during evaluation the effects of changes to system status that are made, according to effect being evaluated 2.5 Observe and record effects not listed and that may require further investigation
3. Report on evaluation	3.1 Prepare a report to the appropriate person, indicating results of status check in the documentation 3.2 Highlight anomalies observed in status check that are outside the expected results 3.3 Make recommendations for changes to improve system

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, 2.4, 2.5	Analyses and evaluates technical and non-technical information and numerical data from a range of sources to assist with fault finding and troubleshooting problems
Writing	1.4-1.6, 2.3-2.5, 3.1, 3.2	Prepares material using clear and accurate language and numerical data in order to convey explicit information, requirements and recommendations
Oral Communication	1.5	Participates in verbal exchanges with a range of stakeholders to obtain information and express requirements
Numeracy	1.4, 2.4, 2.5, 3.1, 3.2	Uses mathematical equations to calculate and compare numerical data to determine required actions and for preparing technical reports
Interact with others	1.5, 3.1	Selects and uses appropriate conventions and protocols when communicating with client and others in a range of work contexts

Get the work done	1.1-1.4, 1.6, 2.1, 2.2, 2.4, 2.5, 3.1-3.3	• 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 • 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
ICTSAS414 Evaluate system status	ICASAS414A Evaluate system status	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 ICTSAS414 Evaluate system status

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Performance Evidence

Evidence of the ability to:

- determine scope of system performance and reliability for hardware and software
- identify comprehensive performance indicators
- evaluate system performance
- document and report on results.

Note: Evidence must be provided for at least TWO systems.

Knowledge Evidence

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

- discuss capacity planning
- describe the key features of change-control procedures
- describe the key features of client business domain, including the role and level of stakeholder involvement
- compare and contrast the key features and capabilities of current industry accepted hardware and software products
- describe the key features of help desk and maintenance practices
- describe the features of one or more change management tools
- 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 evaluation.

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
- documentation standards
- backup and recovery policies
- database package with data
- server and networked personal computer.

Assessors must satisfy NVR/AQTF assessor requirements.

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