



Australian Government

ICTSAS417 Undertake ICT system capacity planning

Release: 1

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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 monitor and assess the current and future capacity requirements of an information and communications technology (ICT) system, plan future enhancements and install the identified enhancements.

It applies to experienced individuals who work under limited supervision and use technical and specialised knowledge to undertake strategic planning and forecasting initiatives.

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. Analyse existing system capacity	1.1 Review existing system configuration information, both hardware and software, to determine capacity issues 1.2 Investigate the current system workload and analyse its effect on the capacity to perform 1.3 Examine the current service level agreement (SLA) to determine agreed-upon capacity standards 1.4 Examine and analyse the fault logs for those caused by capacity problems 1.5 Discuss and review capacity issues with users 1.6 Document information gathered about the existing system

ELEMENT	PERFORMANCE CRITERIA
	workload and capacity according to organisational guidelines
2. Determine future capacity requirements	2.1 Interview the user to gather data about future system capacity requirements 2.2 Organise, analyse and evaluate future requirements data to obtain a forecast workload for the system 2.3 Using data and information gathered, compare existing workload with the forecast workload and evaluate to determine capacity problem areas 2.4 Estimate resources and equipment required to resolve predicted capacity problems 2.5 Undertake a financial analysis of the estimated capacity requirements 2.6 Organise and document information according to organisational guidelines 2.7 Prepare and present a report to appropriate person, detailing recommendations for capacity enhancements based on an analysis of documentation
3. Develop plan for capacity enhancements	3.1 Develop a plan for implementing recommended enhancements, with prioritised tasks and minimum disruption to users 3.2 Factor into the implementation plan the availability of finances, staff and other requirements 3.3 Submit the implementation plan to appropriate person for approval and revision
4. Install capacity enhancements	4.1 Install capacity enhancements according to installation procedures, organisational guidelines and implementation plan 4.2 Measure the increase in capacity and performance resulting from installed equipment to assess whether capacity requirements have been met 4.3 Update documentation according to organisational guidelines to reflect the capacity enhancements
5. Monitor ongoing capacity requirements	5.1 Monitor and assess the impact of new technology and application development on capacity and performance 5.2 Implement and maintain a performance database 5.3 Review and assess benchmarks and performance regularly with work team to enable timely capacity enhancements and updates of benchmarks

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	1.1-1.4, 2.3, 2.7, 5.3	Researches and evaluates technical and non-technical information and numerical and financial data from a range of sources to determine benchmarks and performance indicators
Writing	1.5, 1.6, 2.1, 2.6, 2.7, 3.1-3.3, 5.2	Accurately records information and numerical data, and prepares documentation using clear and accurate language to convey explicit information, requirements and recommendations
Oral Communication	1.5, 2.1, 3.3, 5.3	Uses listening and questioning techniques to obtain and convey information
Numeracy	2.3- 2.5, 3.1, 3.2, 4.2, 5.1-5.3	Uses mathematical equations to calculate, compare and estimate numerical and financial data required for forecasting and planning activities
Interact with others	1.5, 2.1, 2.7, 3.3, 5.3	- Selects and uses appropriate conventions and protocols when communicating with users, co-workers and others in a range of work contexts - Collaborates with others to achieve shared goals
Get the work done	1.1-1.6, 2.2-2.7, 3.1-3.3, 4.1, 5.1-5.3	- Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes - Applies analytical processes to resolve technical or conceptual problems - 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
ICTSAS417	ICASAS417A	Updated to	Equivalent

Code and title current version	Code and title previous version	Comments	Equivalence status
Undertake ICT system capacity planning	Undertake IT system capacity planning	meet Standards for Training Packages. Minor edit to the competency title.	unit

Links

Companion Volume implementation guides are found in VETNet -

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