



Australian Government

ICTSAS421 Support users and troubleshoot desktop applications

Release: 1

ICTSAS421 Support users and troubleshoot desktop applications

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 sustain users who run operating systems (OS) in a corporate or home environment.

It applies to individuals who provide frontline support to users and apply technical and specialised knowledge to fault finding and problem solving.

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. Install, configure and troubleshoot applications	1.1 Install application for client 1.2 Configure and customise application within user environment 1.3 Resolve application problems
2. Resolve issues related to usability, customisation and connectivity	2.1 Determine issues and problems experienced by the client 2.2 Research solutions to issues and problems 2.3 Recommend solutions to client 2.4 Resolve issues and problems
3. Configure application security	3.1 Identify and troubleshoot problems related to security permissions

ELEMENT	PERFORMANCE CRITERIA
	3.2 Identify and respond to security incidents 3.3 Manage application security settings

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	2.2, 3.1	Researches and analyses complex technical and non-technical information from a range of sources to determine requirements and complete necessary actions
Writing	2.3	Uses clear language and appropriate formats to convey and present explicit information
Oral Communication	2.3	Participates in verbal exchanges using clear and concise language to convey and clarify complex technical information
Numeracy	1.2, 2.1, 3.3	Uses mathematical equations to calculate and compare numerical data to solve problems and determine required actions
Interact with others	2.3	Selects and uses appropriate conventions and protocols when communicating with clients in a range of work contexts
Get the work done	1.1-1.3, 2.1, 2.2, 2.4, 3.1-3.3	- 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
ICTSAS421 Support users and troubleshoot desktop applications	ICASAS421A Support users and troubleshoot desktop applications	Updated to meet Standards for Training Packages. Minor changes to performance criteria for clarity.	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 ICTSAS421 Support users and troubleshoot desktop applications

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Performance Evidence

Evidence of the ability to:

- install, configure and troubleshoot computer applications
- customise computer applications
- anticipate and respond to a range of security incidents.

Note: Evidence must be provided for at least TWO users/situations.

Knowledge Evidence

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

- describe the key features of operating systems (OS) and office applications including an analysis of the current system
- identify sources of OS patches
- discuss specific features of security incidents
- describe the key features of typical systems and procedures of user support.

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, materials and industry software packages, including:

- appropriate OS installation compact disk or recovery boot disks
- computers with application errors
- samples of operating system patches
- stand-alone or networked personal computer.

Assessors must satisfy NVR/AQTF assessor requirements.

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