



Australian Government

ICTSAS428 Hand over ICT system components to clients

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 6.0.

Application

This unit describes the skills and knowledge required to ensure the Information and Communications Technology (ICT) system is operational prior to hand over for client use, including conducting formal testing and trials to determine whether the system satisfies its acceptance criteria.

It applies to individuals who work under supervision but have a level of responsibility ensuring work is planned and completed according to quality and client requirements.

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. Confirm system integrity	1.1 Obtain acceptance criteria for client ICT system 1.2 Check ICT system function and its components in stand-alone and integrated environments 1.3 Specify and document shortcomings and problems and create action plan 1.4 Review action plan with client 1.5 Document system components according to organisational standards and procedures
2. Provide operation and maintenance guidance	2.1 Identify and document operational issues and procedures according to organisational procedures 2.2 Discuss maintenance issues with technical support personnel

ELEMENT	PERFORMANCE CRITERIA
	and document proposed outcomes 2.3 Compare maintenance, operational and warranty considerations with service level agreements (SLAs) and document discrepancies 2.4 Clarify outstanding issues with client 2.5 Implement solution to identified problems with technical support personnel 2.6 Create and confirm client report with required personnel
3. Hand over system to client	3.1 Demonstrate installed system to client and seek and respond to feedback 3.2 Obtain confirmation of client satisfaction and sign-off 3.3 Discuss, confirm and document implementation support and further training needs with client 3.4 Report needs and submit to required personnel for action

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	Interprets and analyses technical information containing numeric data and textual specifications to determine and adhere to requirements
Writing	Prepares workplace documentation detailing process and outcomes using appropriate structure, layout and technical language
Oral Communication	Confirms information and requirements, using effective communication techniques and industry standard technical language intended for audience and environment
Teamwork	Selects and uses required conventions and protocols when communicating with client and others in a range of work contexts
Planning and organising	Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes
Problem solving	Uses formal analytical thinking techniques for identifying issues and generating solutions, seeking input from others as required

Self-management	• Takes personal responsibility for following explicit and implicit policies, procedures and standards
Technology	• Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS406 Implement and hand over system components.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTSAS428 Hand over ICT system components to clients

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- demonstrate operation and hand over a functioning ICT system to clients on at least two occasions.

In the course of the above, the candidate must:

- obtain ICT system acceptance criteria
- check ICT system function and its components in both:
 - stand-alone environment
 - integrated environment
- identify and document system components, operational issues and procedures
- discuss maintenance issues with technical support
- compare maintenance, operational and warranty considerations with SLAs
- provide operational and maintenance guidance.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- business practices related to preparing reports, including:
 - confirming system integrity
 - handing over the system
- organisational procedures including:
 - system component documentation
 - operational issue documentation
 - operational procedures for ICT systems
- industry accepted hardware and software products

- key aspects of change management systems and operational procedures for ICT systems
- client-business domain issues
- information gathering techniques that may be used in the hand over ICT system components to clients
- key features and processes involved in project planning, including:
 - constraints
 - guidelines
 - deadlines
- key features of quality assurance practices that may be used in the hand over ICT system components to clients
- role of stakeholders in SLAs and degree of stakeholder involvement in determining levels of responsibility in a project
- vendor product trends.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- existing ICT systems for client delivery, such as customer computer sites and systems or other simulated systems
- ICT system acceptance criteria
- special purpose tools, equipment and materials
- industry software packages
- implementation plan
- people involved in hand over
- project plan
- SLAs.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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