



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>