



Australian Government

ICTSAS432 Identify and resolve client ICT problems

Release: 1

ICTSAS432 Identify and resolve client ICT problems

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 identify, record, prioritise and resolve client Information and Communications Technology (ICT) support activities and escalate as required.

It applies to experienced individuals who use specialised and technical knowledge to take responsibility in providing client-based ICT support to end users in an office or working environment.

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. Prepare to resolve client ICT problems	1.1 Determine client problems and impact of problem according to organisational procedures 1.2 Document client response according to organisational policies and procedures 1.3 Examine logged requests and determine requirements 1.4 Confirm additional information with client and respond to new information according to organisational procedures 1.5 Refer to database of known problems and identify resolution options 1.6 Establish and record required constraints
2. Prioritise client ICT	2.1 Undertake impact analysis of problem and determine severity

ELEMENT	PERFORMANCE CRITERIA
problems	and risks 2.2 Prioritise problem according to organisational procedures 2.3 Provide problem resolution advice and support to client
3. Refer problems where required	3.1 Investigate and refer problems to third parties according to organisational procedures 3.2 Provide third party with client and problem details as required 3.3 Document advice and support provided by third party according to organisational procedures
4. Carry out maintenance	4.1 Obtain required components for resolution according to organisational procedures 4.2 Complete maintenance according to organisational procedures 4.3 Store and dispose of used components according to organisational environmental guidelines
5. Create maintenance report	5.1 Prepare maintenance report according to organisational procedures 5.2 Finalise maintenance report and acquire internal sign off 5.3 Distribute maintenance report to client and seek and respond to client feedback as required
6. Confirm problem resolution	6.1 Obtain and respond to client feedback 6.2 Confirm client requirements have been met 6.3 Resolve outstanding client requirements and escalate as required 6.4 Forward client feedback to required personnel for sign-off and record in problems database

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	Interprets technical specifications and numerical data from a range of documentation and sources to assist in rectifying problems
Writing	Uses clear language and formats required for the audience to convey explicit technical information, requirements and recommendations

Oral Communication	• Uses inclusive questioning techniques to obtain information from clients and provides precise advice and information to others
Teamwork	• Selects and uses required conventions and protocols when communicating with client and others in a range of work contexts
Problem solving	• Uses formal analytical thinking techniques for identifying issues and generating solutions, seeking input from others as required
Self-management	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes
Technology	• Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS410 Identify and resolve client ICT problems.

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 ICTSAS432 Identify and resolve client ICT problems

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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:

- identify, record, prioritise and resolve a client ICT problem on at least two separate occasions.

In the course of the above, the candidate must:

- record and prioritise client support activities
- determine required resources for maintenance activities
- prioritise client ICT problems, using an impact analysis of the problem
- complete maintenance activities
- resolve client problems and escalate according to organisational guidelines and practices
- refer problems to third parties where required
- prepare, finalise and distribute maintenance report, including information about problems and resolution action
- provide advice to the client and seek and record client feedback
- store and dispose used components.

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:

- hardware and software products:
 - in use
 - supported by the organisation
- organisational procedures, including:
 - problem prioritisation
 - third party support and documentation

- maintenance procedures
- maintenance report preparation and distribution
- sustainable practices consistent with ICT industry
- environmental guidelines that may apply to identifying and resolving client ICT problems
- help desk or service desk structure and escalation procedures
- key functions and basic features of operating system
- organisational structure of workplace that may be relevant to identifying and resolving client ICT problems
- workplace security and network guidelines and procedures.

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:

- special purpose tools, equipment and materials for maintenance
- industry software packages
- a range of industry hardware, software and diagnostic tools
- technical records
- organisational guidelines
- vendor documentation.

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

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