



Australian Government

Assessment Requirements for ICTSAS434 Action change requests and present updated ICT system 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.

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:

- receive, review and carry out a change requests according to client requirements and present the outcomes of those changes back to the client on two separate occasions.

In the course of the above, the candidate must:

- receive, review, document and assess change requests and requirements
- plan, implement and test change procedures
- comply with organisational guidelines and client requirements
- prepare and deliver training appropriate to the client.

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:

- organisational procedures, including:
 - help desk procedures
 - system change processes
 - change request reporting
- practices relating to:
 - change management procedures and criteria
 - change-management tools and systems
 - diagnostic tools
 - help desk practices
 - quality assurance practices
- client business domain, including:
 - role of stakeholders

- degree of stakeholder involvement
- system modification plans
- industry-accepted hardware and software products
- service level agreements (SLAs) within or between organisations
- process for system testing
- system's functionality.

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:

- tools, equipment and materials required for actioning change requests
- training environment, including all required tools, equipment and materials to present changes
- industry software packages
- change request documentation
- physical system or network
- technical manuals required diagnostic tools
- business requirements
- documentation standards
- change management system.

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

Links

Companion Volume Implementation Guide is found on VETNet -

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