



Australian Government

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.

Application

This unit describes the skills and knowledge required to receive, review and carry out change requests using a change management system according to client requirements and present the outcome of change requests to clients.

This unit applies to individuals who work using specialised and technical knowledge to ensure change requests are completed according to quality standards and work using communication skills to present outcomes of change requests and how to use the updated Information and Communications Technology (ICT) system to clients.

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. Receive and review change requests	1.1 Receive and document requests for hardware and software changes from client 1.2 Gather and organise required ICT system data 1.3 Review proposed changes against current and future business requirements and examine system data 1.4 Select and prioritise required changes 1.5 Discuss and clarify selected changes with client
2. Modify system according to	2.1 Develop ICT system modification plan

ELEMENT	PERFORMANCE CRITERIA
requested changes	2.2 Undertake selected ICT system changes according to organisational guidelines and procedures and manufacturer recommendations 2.3 Test ICT system performance and identify problems 2.4 Resolve identified problems and confirm with required personnel as required 2.5 Revise client and technical documentation and ensure ICT system changes comply with organisational standards 2.6 Notify client of change and update change management system, according to organisational help desk procedures
3. Prepare and deliver training on use of modified ICT system	3.1 Develop client training materials on the changed ICT system 3.2 Finalise training outcomes according to organisational requirements 3.3 Seek training delivery approval from required personnel 3.4 Deliver prepared training to client
4. Finalise change request and training activities	4.1 Confirm change is tested and operational according to organisational procedures 4.2 Prepare report and deliver to required personnel, indicating the results of change request and training according to organisational procedures 4.3 Hand over ICT system to client

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 and analyses technical textual information and numerical data to determine requirements and complete required actions
Writing	Uses clear language and formats required for the task to record and update explicit technical information, requirements and recommendations
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 co-workers and clients in a range of work contexts • Reviews proposed changes and confirms actions with work team
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 ICTSAS412 Action change requests.

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 ICTSAS434 Action change requests and present updated ICT system 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:

- 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

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