



Australian Government

Assessment Requirements for ICTSAS435

Resolve system faults on a live system

Release: 1

Assessment Requirements for ICTSAS435 Resolve system faults on a live system

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:

- manage system fault resolution on a live system on at least two occasions.

In the course of the above, the candidate must:

- identify the required modifications and the associated effect, implication and impact of each
- itemise the expected outcomes of the modifications
- oversee implementation of modification and test operation
- document and report on the modifications.

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:
 - change request forms
 - levels of authority for sign-off
 - modification operation testing
 - modification reports
 - modification documents and repositories
- change control procedures
- client business domain including the role of stakeholders and the degree of stakeholder involvement
- industry accepted hardware and software products
- help desk and maintenance practices
- quality assurance practices that relate to resolving system faults on a live system

- the process for system testing
- the system's functionality and the features and functions of the system under modification
- Information and Communications Technology (ICT) industry fault resolution standards.

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:

- required tools, equipment and materials for system fault management, modification and resolution
- live system
- benchmarking and testing tools
- reporting tools.

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>