



Australian Government

ICTSAS435 Resolve system faults on a live system

Release: 1

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.

Application

This unit describes the skills and knowledge required to manage the modification of reactive errors and failures on a live system to resolve system faults.

It applies to individuals who apply specialised and technical knowledge, management skills and a systematic approach to monitor, maintain and troubleshoot maintenance requirements on systems that are operating.

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. Identify repositories and develop modifications for live system	1.1 Identify existence and currency of repositories 1.2 Review repositories and develop new backup procedures 1.3 Identify system faults 1.4 Identify the nature and effect of modifications to the system 1.5 Prepare and check change request forms and levels of authority for sign-off according to organisational procedures 1.6 Develop a hierarchy of modifications and document expected outcomes of each 1.7 Inform users of implications and impacts of modifications 1.8 Determine existing backup and blackout strategies
2. Implement	2.1 Identify standards and procedures for logging change request

ELEMENT	PERFORMANCE CRITERIA
modifications for live system	2.2 Log change request according to organisational requirements 2.3 Identify levels of failure and reporting procedures 2.4 Assign modification to required personnel 2.5 Oversee modification implementation
3. Review and report results	3.1 Confirm modification is tested and operational according to organisational procedures 3.2 Prepare report and deliver to required personnel, indicating the results of modification according to organisational procedures 3.3 Update and amend documentation and repositories according to organisational procedures

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 and non-technical information and numerical data from a range of documentation and sources to assist with troubleshooting and rectifying problems
Writing	Records and reports information logically, using required formats and structures and revises and updates documentation and repositories based on outcomes of action
Oral Communication	Confirms and presents information and requirements, using effective communication techniques and industry standard technical language intended for audience and environment
Numeracy	Uses mathematical equations to calculate and compare numerical data to determine required actions and for preparing technical reports
Teamwork	Selects and uses required conventions and protocols when communicating with co-workers and others in a range of work contexts
Problem solving	Uses formal analytical thinking and problem-solving 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
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Unit Mapping Information

Supersedes and is equivalent to ICTSAS413 Manage resolution of system faults on a live system.

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 ICTSAS435 Resolve system faults on a live system

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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:

- 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

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