



Australian Government

ICTSAS436 Evaluate ICT system status

Release: 1

ICTSAS436 Evaluate ICT system status

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 skills and knowledge required to evaluate the status of a running system, covering both hardware and software aspects to determine system performance and reliability while Information and Communications Technology (ICT) system is still in an operational state.

It applies to individuals who apply specialised and technical knowledge and a systematic approach to assessing and evaluating ICT systems prior to problem resolution or upgrades.

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 for ICT system evaluation	1.1 Access ICT system according to organisational procedures 1.2 Determine scope of ICT system status evaluation and performance indicators and agree with client 1.3 Review evaluation purpose using required capacity tools 1.4 Plan a 'change of status' test according to organisational procedures 1.5 Plan and document ICT system status evaluation and required resources according to organisational procedures 1.6 Alert affected users of ICT system status evaluation impacts as required 1.7 Access resources required for ICT system status evaluation

ELEMENT	PERFORMANCE CRITERIA
2. Carry out ICT system evaluation	2.1 Organise required resources and implement evaluation methods 2.2 Run ICT system evaluation according to agreed scope, evaluation parameters and organisational procedures 2.3 Record ICT system status and reliability according to procedural parameters and evaluation plan 2.4 Run 'change of status' test according to organisational procedures 2.5 Observe and record effects of changes to ICT system status according to effect being evaluated 2.6 Observe and record effects of changes to ICT system status not being evaluated 2.7 Escalate unresolved effects of changes to ICT system status to required personnel
3. Report on ICT system evaluation	3.1 Document anomalies observed in ICT system status evaluation outside expected results 3.2 Finalise ICT system status evaluation procedures according to organisational procedures 3.3 Prepare report for required personnel 3.4 Formulate and present recommendations to required personnel

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	• Analyses and evaluates technical and non-technical information and numerical data from a range of sources to assist with fault finding and troubleshooting problems
Writing	• Prepares material using clear and accurate language and numerical data to convey explicit information, requirements and recommendations
Oral Communication	• Articulates information and strategies 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 client and others in a range of work contexts
Problem solving	• Uses formal analytical thinking techniques for identifying issues and generating solutions
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 ICTSAS414 Evaluate system status.

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 ICTSAS436 Evaluate ICT system status

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:

- evaluate the performance and reliability status of a running ICT system's hardware and software for at least two different systems, on separate occasions.

In the course of the above, the candidate must:

- determine scope of system performance evaluation and reliability for hardware and software
- identify performance indicators
- access and organise required resources
- evaluate system performance and record status and reliability
- observe and record effects of changes to ICT system status
- document and report on results, reliability, changes, anomalies and recommendations for improvements.

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 that may be used to evaluate ICT system status, including:
 - 'change of status' test planning
 - ICT system evaluating, evaluation planning and finalisation
 - capacity planning and change management tools
 - change-control procedures
- client business domains, including the role and level of stakeholder involvement
- industry standard hardware and software products
- help desk and maintenance practices that are used on the evaluating the status of ICT systems

- quality assurance practices that may be used to evaluate ICT system status
- reasons for system evaluation, including objectives, deliverables and key performance indicators
- ICT system testing procedures
- status evaluation, including:
 - time, environmental, internal and external factors
 - manual and computerised methods of status evaluation
- system functionality characteristics.

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 for system status evaluation
- industry software packages
- documentation standards
- backup and recovery policies
- database package with data
- server and networked personal computer.

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>