



**Australian Government**

# **ICTSAS438 Implement maintenance procedures**

**Release: 1**

# ICTSAS438 Implement maintenance procedures

## 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 improve existing organisational maintenance procedures to keep equipment and software operating effectively.

It applies to individuals who use technical and specialised knowledge and apply a systematic approach to maintaining computer equipment in an organisation.

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. Determine maintenance procedures for equipment and software | 1.1 Identify equipment and software that requires maintenance<br>1.2 Obtain equipment and software maintenance and reliability data from user<br>1.3 Obtain and examine vendor documentation, peer organisations and research information<br>1.4 Document equipment and software maintenance procedures<br>1.5 Develop recommended maintenance and operations guidelines<br>1.6 Identify and record in-house resources, external organisations and third-party suppliers support<br>1.7 Develop and update service level agreement (SLA) with internal user and third-party supplier information |
| 2. Revise and improve maintenance                              | 2.1 Monitor and review organisational maintenance procedures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| ELEMENT                                        | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| procedures                                     | 2.2 Identify problem areas according to organisational maintenance procedures<br>2.3 Design improvements to organisational maintenance procedures and seek approval from required personnel<br>2.4 Assess impact and ease of implementing improvements<br>2.5 Implement improvements to organisational maintenance procedures |
| 3. Finalise maintenance improvement procedures | 3.1 Identify future equipment and software acquisitions<br>3.2 Confirm all maintenance procedures have been performed<br>3.3 Review and assess maintenance procedures impact<br>3.4 Evaluate and report on organisational maintenance 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            | <ul style="list-style-type: none"><li>Researches and analyses technical and non-technical information and numerical data from a range of sources to determine benchmarks and performance indicators</li></ul>                                       |
| Writing            | <ul style="list-style-type: none"><li>Accurately records information and numerical data and prepares material using clear and accurate language to convey explicit information, requirements and recommendations</li></ul>                          |
| Oral Communication | <ul style="list-style-type: none"><li>Uses active listening and questioning techniques and participates in verbal exchanges with a range of stakeholders in formal and informal situations to obtain information and express requirements</li></ul> |
| Numeracy           | <ul style="list-style-type: none"><li>Uses mathematical equations to calculate and compare numerical data to determine required actions and for preparing documentation</li></ul>                                                                   |
| Teamwork           | <ul style="list-style-type: none"><li>Selects and uses required conventions and protocols when communicating with users and others in a range of work contexts</li></ul>                                                                            |
| Problem solving    | <ul style="list-style-type: none"><li>Applies analytical processes to resolve technical or conceptual problems</li></ul>                                                                                                                            |
| Self-management    | <ul style="list-style-type: none"><li>Takes responsibility for planning, sequencing and prioritising tasks and own workload</li></ul>                                                                                                               |

|            |                                                                                                                            |
|------------|----------------------------------------------------------------------------------------------------------------------------|
| Technology | <ul style="list-style-type: none"><li>• Uses main features and functions of digital tools to complete work tasks</li></ul> |
|------------|----------------------------------------------------------------------------------------------------------------------------|

## Unit Mapping Information

Supersedes and is equivalent to ICTSAS416 Implement maintenance procedures.

## 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 ICTSAS438 Implement maintenance procedures

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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:

- improve the existing organisational maintenance procedures of one piece of ICT equipment and one piece of ICT software, on separate occasions.

In the course of the above, the candidate must:

- identify resource requirements with in-house resources, external resources and third-party organisations
- develop and update service level agreements (SLAs).

## 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:

- client responsibilities and expectations including:
  - role of stakeholders
  - degree of stakeholder involvement
  - business scheduling requirements
- features and capabilities of industry standard equipment and software
- features and purpose of diagnostic tools
- change management tools that maybe used in implementation maintenance procedure activities
- help desk and maintenance practices and procedures
- organisational quality assurance practices
- ICT systems functionality and performance levels.

## 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:

- ICT equipment and software packages
- SLAs
- external organisations and third-party suppliers
- internet connectivity
- ICT equipment capable of online and offline research, such as a computer
- technical helpdesk environment
- technical manuals and 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 -

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