



Australian Government

ICTSAS446 Fault find and troubleshoot ICT equipment, hardware and software problems

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 troubleshoot Information and Communications Technology (ICT) equipment, hardware and software problems and apply systematic processes to fault finding across a wide range of ICT disciplines.

It applies to individuals who, whilst working under minimal supervision and with a level of expertise, apply a systematic approach to finding faults, troubleshooting problems and solving issues in a wide range of ICT disciplines in a small or large helpdesk environment.

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 fault finding and troubleshooting procedures	1.1 Develop problem resolution troubleshooting process 1.2 Obtain ICT system according to organisational procedures 1.3 Analyse and document ICT system characteristics according to organisational procedures 1.4 Identify and obtain required fault-finding tools according to organisational procedures 1.5 Identify fault finding legislation, health and safety requirements, codes, regulations and standards
2. Analyse the problem	2.1 Collect ICT system data according to organisational

ELEMENT	PERFORMANCE CRITERIA
to be solved	procedures 2.2 Determine specificity of problem according to organisational procedures 2.3 Analyse data to determine nature and scope of problem 2.4 Determine symptoms of ICT system problems 2.5 Document analysis of problem according to organisational procedures
3. Identify a solution and rectify the problem	3.1 Test variables until problem is isolated according to organisational procedures 3.2 Confirm isolated problem has been accurately determined 3.3 Create list of probable causes 3.4 Formulate solution and create provision for rollback 3.5 Implement ICT system solution according to organisational procedures
4. Test system and complete documentation	4.1 Test ICT system to ensure problem has been solved according to organisational procedures 4.2 Record results of tests and file according to organisational procedures 4.3 Implement basic preventative maintenance techniques 4.4 Document characteristics of problem and solution according to organisational procedures 4.5 Load document to required database

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	Identifies, analyses and evaluates technical textual information and technical system data to source solutions and determine required actions
Writing	Records information relating to issues and outcomes in a sequential manner using grammar and spelling
Initiative and enterprise	Identifies and complies with organisational and legislative requirements
Problem solving	Applies analytical processes to resolve technical and conceptual problems

Self-management	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes
Get the work done	• Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS426 Locate and troubleshoot ICT equipment, system and software faults.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>