



Australian Government

ICTSAS506 Update ICT system operational procedures

Release: 1

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Modification History

Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.
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Application

This unit describes the skills and knowledge required to assess, update and document the operational procedures required to use the information and communications technology (ICT) system.

It applies to individuals who apply technical and specialised knowledge and systematic approaches to documentation in a range of ICT related areas.

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. Assess technical and user documentation	1.1 Review current versions of technical and user documentation 1.2 Compare accuracy of technical and user documentation with current system functionality 1.3 Identify and document inaccuracies in the documentation
2. Update procedures	2.1 Determine operational procedure requirements using review outcomes 2.2 Develop or update operating procedures for the system 2.3 Submit proposed operating procedures to appropriate person
3. Update documentation	3.1 Review feedback and make appropriate changes 3.2 Update technical and user documentation to incorporate

ELEMENT	PERFORMANCE CRITERIA
	changes 3.3 Submit technical and user documentation to appropriate person for final approval 3.4 Distribute technical and user documentation as agreed with appropriate person

Foundation Skills

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

Skill	Performance Criteria	Description
Reading	1.1-1.3, 3.1	Interprets and analyses textual information and data to compare accuracy of content documentation and determine necessary actions
Writing	1.3, 2.2, 3.1, 3.2	- Develops material containing specific requirements using clear and technical language - Organises content and version control in a manner that supports the purpose of the document
Numeracy	1.1, 1.2	Accurately interprets, analyses and documents numerical and technical system data
Interact with others	2.3, 3.3, 3.4	Uses a variety of relevant communication tools and strategies in building and maintaining effective working relationships
Get the work done	1.2, 2.1, 2.2, 3.1, 3.3, 3.4	- Plans strategic priorities and outcomes within a flexible, efficient and effective context in a diverse environment exposed to competing demands - Gathers and analyses data and seeks feedback to improve plans and processes - Addresses complex problems involving multiple variables, using formal analytical, lateral thinking techniques, experience and knowledge to focus in on the root cause

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS506 Update ICT system operational procedures	ICASAS506A Update IT system operational procedures	Updated to meet Standards for Training Packages. Minor edit to the competency title.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for ICTSAS506 Update ICT system operational procedures

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Performance Evidence

Evidence of the ability to:

- analyse system functionality
- review and update technical and user documentation for at least TWO systems or occasions
- develop procedures to operate systems.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the client business domain
- explain current business practices related to preparing reports
- compare and contrast the key features and capabilities of current industry accepted hardware and software products
- describe documentation standards and tools
- discuss the role of stakeholders and the degree of stakeholder involvement.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the systems administration and support field of work, and include access to:

- special purpose tools, equipment and materials
- industry software packages
- system or project related documentation

- staffing resources
- documentation tools.

Assessors must satisfy NVR/AQTF assessor requirements.

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