



Australian Government

Assessment Requirements for ICTSAS510 Review and develop ICT maintenance strategy

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 1.0.

Performance Evidence

Evidence of the ability to:

- identify and analyse maintenance needs
- determine maintenance strategies
- implement support processes for maintaining the continuity of information and communications technology (ICT) operations and business functions
- define standards required for helpdesk support.

Note: Evidence must be provided for at least TWO clients.

Knowledge Evidence

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

- describe the client business domain and the features of the ICT system that support the client's business activity
- describe the key features of current industry accepted hardware and software products
- explain the information found in product warranty and service difficulty records
- research and document helpdesk and maintenance practices, including general composition and operation of information database for tracking hardware, software and operational issues
- describe how the system has been set up to process data and what data elements are stored
- explain quality assurance practices with reference to maintenance, warranty and repair of network equipment and software
- discuss relationships between the stakeholders and the service provider.

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, materials and industry software packages
- systems architecture documentation and
- warranty documents.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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