



Australian Government

ICTSAS510 Review and develop ICT maintenance strategy

Release: 1

ICTSAS510 Review and develop ICT maintenance strategy

Modification History

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

Application

This unit describes the skills and knowledge required to review, develop and set up maintenance strategies and supporting processes to achieve continuity of information and communications technology (ICT) operations and business functions.

It applies to individuals who apply specialised and technical knowledge in developing strategic initiatives and in performing or organising others to complete complex technical operations.

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. Identify and analyse maintenance needs	1.1 Identify risks to business continuity due to system malfunction, including quantification of possible loss 1.2 Identify core business functions and determine the service requirements for those functions 1.3 Develop a maintenance philosophy to meet business needs and apply it to dealings with the client
2. Identify and analyse IT system components to be maintained	2.1 Review systems architecture and configuration documentation for currency 2.2 Conduct an equipment and software audit if appropriate

ELEMENT	PERFORMANCE CRITERIA
	information is not available 2.3 Determine and document the warranty status of components and software according to vendor, project or organisational requirements 2.4 Identify critical components and software, and document recommendations regarding possible service arrangements
3. Develop service level agreements	3.1 Determine the views and requirements of the client in order to identify maintenance requirements 3.2 Prepare service level agreements (SLAs) to match client user and business requirements
4. Formulate maintenance strategy	4.1 Examine maintenance options against cost constraints, risks to business continuity and SLAs 4.2 Identify a specific maintenance strategy based on cost, business and SLA requirements 4.3 Create a preventative maintenance schedule based on cost, business and SLA requirements 4.4 Negotiate a maintenance strategy with client and make changes to SLAs where necessary 4.5 Document the recommended procedure for approval from appropriate person according to organisational requirements
5. Define client and supplier processes and standards	5.1 Negotiate and create reporting procedures for service requests with client and suppliers 5.2 Determine response time standards with client and suppliers 5.3 Create escalation procedures with client and suppliers 5.4 Set up the help desk or other support function according to agreed standards and procedures and in line with industry best practices

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	2.1, 2.3, 2.4, 4.1	Interprets and analyses technical specifications and data and textual information from a range of sources to develop maintenance strategy
Writing	3.1, 3.2, 4.4, 4.5, 5.1-5.3	Uses clear and accurate language and documentation formats appropriate to different audiences/purposes to convey technical and business information
Oral Communication	3.1, 4.4, 5.1-5.4	Obtains information by listening and questioning and participates in verbal exchanges of information
Numeracy	1.1, 4.1-4.3, 5.1, 5.2	- Uses mathematical equations to calculate financial and technical data and to organise schedules - Accurately interprets, analyses and documents numerical and technical system data
Navigate the world of work	2.3, 4.5, 5.4	- Develops and implements strategies that ensure organisational policies, procedures and regulatory requirements are met - Monitors and reviews the organisation's policies, procedures and adherence to legislative requirements to implement and manage change
Interact with others	3.1, 4.4, 4.5	- Uses a variety of relevant communication tools and strategies in building and maintaining effective working relationships and negotiating solutions - Influences and fosters a collaborative culture to facilitate a sense of commitment and workplace cohesion
Get the work done	1.1-1.3, 2.1-2.4, 4.2-4.4, 5.1-5.4	- Develops plans to manage relatively complex routine and non-routine tasks with an awareness of how they might contribute to broader strategy and goals - Gathers and analyses data and seeks feedback to improve plans and processes - Makes high impact decisions in a complex and diverse environment, using input from a range of sources - 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
ICTSAS510 Review and develop ICT maintenance strategy	ICASAS510A Review and develop IT maintenance strategy	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 ICTSAS510 Review and develop ICT maintenance strategy

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