



Australian Government

Assessment Requirements for ICTSAS511 Prioritise ICT change requests

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:

- review change requests and prioritise according to business guidelines and service level agreements (SLAs)
- evaluate cost-benefit analysis, including risks to business continuity
- develop change analysis work plan
- review change procedures and make appropriate recommendations.

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

Knowledge Evidence

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

- describe the client business domain
- analyse help desk and maintenance practices
- explain the quality assurance practices relating to information and communications technology (ICT) system changes
- discuss the role of stakeholders and the degree of stakeholder involvement
- compare and contrast key features and capabilities of current industry accepted hardware and software products, including change management tools
- analyse the system's current functionality
- describe the purpose and features of SLAs.

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
- sites on which change requests may be coordinated
- SLAs currently used in industry
- business guidelines.

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>