



Australian Government

ICTSAS511 Prioritise ICT change requests

Release: 1

ICTSAS511 Prioritise ICT change requests

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 analyse and prioritise change requests as part of managing information and communications technology (ICT) systems that undergo continual change.

It applies to experienced individuals who provide technical advice, guidance and leadership in resolution of specified problems, and may have responsibility for organising others.

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. Classify and monitor change requests	1.1 Receive and record change requests from the client or other sources 1.2 Classify and prioritise change requests according to business guidelines and service level agreements (SLAs)
2. Determine priority settings	2.1 Identify risks to business continuity and prioritise changes that reduce risks for implementation 2.2 Evaluate costs and benefits of implementing changes against the current system 2.3 Examine benefits and costs of how and when a change is made,

ELEMENT	PERFORMANCE CRITERIA
	including risks to business continuity 2.4 Schedule change analysis according to business down periods and periods of business-critical activities
3. Develop change analysis work plan to develop and implement changes	3.1 Analyse similar change requests that might be developed and implemented simultaneously 3.2 Determine impact to the system and organisation of methodology and timing of change 3.3 Notify reason for the change to key stakeholders 3.4 Determine resources necessary to carry out the change development, taking into account time and cost constraints 3.5 Develop a change plan based on change analysis 3.6 Review change-plan documentation to ensure it is completed according to system documentation standards 3.7 Forward change plan to appropriate person for consideration and decision
4. Confirm change plan is complete and satisfies client	4.1 Conduct feedback session with client groups to ensure change requirements are satisfactory 4.2 Complete follow-up work and make recommendations for changes in procedures or documentation

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, 2.3, 3.1, 3.6	Interprets and analyses technical specifications and data and textual information from a range of sources to develop maintenance strategy
Writing	1.1, 3.3, 3.5-3.7, 4.2	Uses clear and accurate language and documentation formats appropriate to different audiences/purposes to convey technical and business information
Oral Communication	1.1, 3.3, 3.7, 4.1, 4.2	- Facilitates groups to present and collect information and gain consensus on concepts - Obtains information by listening and questioning and participates in verbal exchanges of information to

		negotiate solutions appropriate to a range of personnel and situations
Numeracy	2.2-2.4, 3.1, 3.2, 3.4, 3.6	• Uses mathematical equations to calculate financial and technical data and organise schedules • Accurately interprets, analyses and documents numerical and technical system data
Interact with others	3.3, 3.7, 4.1	• Identifies and uses appropriate conventions and protocols when communicating with colleagues and stakeholders
Get the work done	1.2, 2.1-2.4, 3.1-3.6, 4.2	• Develops plans to manage relatively complex routine and non-routine tasks with an awareness of how they might contribute to broader strategy and goals • Uses problem solving techniques to analyse required outcomes in order to manage change to ICT systems

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS511 Prioritise ICT change requests	ICASAS511A Prioritise IT change requests	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 ICTSAS511 Prioritise ICT change requests

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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

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