



Australian Government

Assessment Requirements for ICTSAS512 Review and manage delivery of maintenance services

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:

- analyse and report on faults and restoration performance
- comply with service level agreement (SLA)
- review infrastructure and document discrepancies
- analyse and prioritise requests according to business requirements
- implement cost effective solutions and evaluate impact.

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 and explain business scheduling requirements
- discuss capacity planning and change-control procedures
- compare and contrast current industry accepted hardware and software products, including their general features and capabilities
- outline key features of the client business domain
- evaluate help desk and maintenance practices
- analyse the role of stakeholders and the degree of stakeholder involvement
- describe the system's current functionality and the features and functions of system under modification.

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 review of maintenance-services delivery may be conducted
- established ICT service infrastructure
- SLAs and business guidelines.

Assessor 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>