



Australian Government

ICTSAS512 Review and manage delivery of maintenance services

Release: 1

ICTSAS512 Review and manage delivery of maintenance services

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 and manage the delivery of maintenance services.

It applies to individuals with managerial experience and responsibility for supervising individuals working under their direct or indirect supervision.

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. Review service standards	1.1 Review service level agreements (SLAs) 1.2 Identify actual fault reporting and restoration performance, and compare with SLAs to ensure they meet requirements 1.3 Record areas of discrepancy
2. Review infrastructure	2.1 Identify internal support and maintenance options 2.2 Undertake a review of infrastructure 2.3 Record areas of discrepancy
3. Determine and implement solutions	3.1 Compare service standards and infrastructure discrepancies, and identify gaps in existing service

ELEMENT	PERFORMANCE CRITERIA
	3.2 Document discrepancies identified 3.3 Determine cost effective solutions and impact 3.4 Implement solutions
4. Organise reviews	4.1 Determine guidelines for regular reviews with stakeholders 4.2 Undertake reviews as per agreed guidelines 4.3 Document review process and submit to the stakeholder 4.4 Ensure effective reporting procedures are in place and used

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, 1.2, 3.1	Evaluates textual and numerical information from a range of documentation to inform maintenance requirements and solutions
Writing	1.3, 2.1, 2.3, 3.2, 4.1, 4.3	Uses clear and precise language and document formats appropriate to the task to convey explicit information and instructions
Numeracy	3.3	Calculates and compares whole numbers and decimals to estimate projected costs against budgets
Navigate the world of work	3.4, 4.2, 4.4	Works independently and collectively in making decisions to achieve organisation outcomes in maintenance service delivery
Get the work done	1.2, 2.1, 2.2, 3.1, 3.3, 3.4, 4.1-4.4	- Accepts responsibility for planning, prioritising and sequencing complex tasks and workload - Uses problem solving techniques to analyse required outcomes in order to manage maintenance-service delivery

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS512 Review and manage delivery of maintenance services	ICASAS512A Review and manage delivery of maintenance services	Updated to meet Standards for Training Packages	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 ICTSAS512 Review and manage delivery of maintenance services

Modification History

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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

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