



Australian Government

Assessment Requirements for ICTSAS528 Review and develop ICT maintenance strategies

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 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop support processes for maintaining required continuity level of Information and Communications Technology (ICT) operations and business functions for at least two different clients
- document support process and outcomes.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational business domain
- ICT system features that support required organisational operations and business activity
- features of industry accepted hardware and software products
- industry standard product warranty and service difficulty records
- industry standard helpdesk and maintenance practices, including:
 - general composition
 - operation of information database hardware tracking
 - software and operational issues
- functions, processes and features of data elements and data storage
- quality assurance practices, including maintenance, warranty and repair of industry standard network equipment and software
- relationships between the stakeholders and service providers.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- industry standard special purpose tools, equipment, materials and industry software packages that may assist in the provision of ICT support services
- systems architecture documentation
- warranty documents
- organisational deliverables
- Service Level Agreements (SLAs).

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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