



Australian Government

ICTSAS528 Review and develop ICT maintenance strategies

Release: 1

ICTSAS528 Review and develop ICT maintenance strategies

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to review and develop maintenance strategies and supporting processes to achieve continuity of Information and Communications Technology (ICT) operations and business functions.

It applies to individuals who apply specialised and technical knowledge in developing strategic initiatives and in performing or organising others to complete complex technical operations.

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. Identify and analyse maintenance requirements	1.1 Identify and document business continuity system malfunction risks according to task requirements 1.2 Identify and document quantification of loss potential 1.3 Identify core business functions and determine organisational service requirements 1.4 Develop and document maintenance strategy according to organisational policies, procedures and requirements 1.5 Submit document to required personnel, seek and respond to feedback
2. Identify and analyse IT system	2.1 Review organisational systems architecture and configuration documentation

ELEMENT	PERFORMANCE CRITERIA
components	2.2 Conduct equipment and software audit and obtain required information as required 2.3 Determine and document required component and software warranty status according to vendor requirements 2.4 Identify and document recommendation for critical components, software and service arrangements
3. Develop service level agreements	3.1 Determine and document organisational maintenance requirements 3.2 Prepare and document service level agreements (SLAs) according to organisational requirements 3.3 Submit documentation to required personnel, seek and respond to feedback
4. Formulate maintenance strategy	4.1 Analyse and document maintenance options according to business cost constraints, risks and SLAs 4.2 Determine and document maintenance according to SLA and organisational requirements 4.3 Determine and document preventative maintenance schedule according to SLA and organisational requirements 4.4 Submit documentation to required personnel and seek and respond to feedback
5. Define organisational and supplier processes and standards	5.1 Negotiate and create reporting procedures for service requests with client and suppliers 5.2 Determine response time standards with client and suppliers 5.3 Create escalation procedures with client and suppliers 5.4 Set up support function according to business standards and procedures according to industry best practices

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Learning	Gathers and analyses data and seeks feedback to improve plans and processes
Numeracy	- Uses mathematical equations to calculate financial and technical data and to organise schedules - Interprets, analyses and documents numerical and technical system data

SKILL	DESCRIPTION
Oral communication	Obtains information by listening and questioning using concise and relevant industry language
Reading	Interprets and analyses technical specifications and data and textual information from a range of sources to develop maintenance strategy
Writing	Prepares documentation analysing requirements and detailing recommendation and agreements according to organisational requirements
Teamwork	- Uses a variety of relevant communication tools and strategies in building and maintaining effective working relationships and negotiating solutions - Influences and fosters a collaborative culture to facilitate a sense of commitment and workplace cohesion
Planning and organising	Develops plans to manage relatively complex routine and non-routine tasks with an awareness of how they might contribute to broader strategy and goals
Problem solving	- Makes high impact decisions in a complex and diverse environment, using input from a range of sources - Addresses complex problems involving multiple variables, using formal analytical, lateral thinking techniques, experience and knowledge to focus in on the root cause
Self-management	- Develops and implements strategies that ensure organisational policies, procedures and regulatory requirements are met - Monitors and reviews the organisation's policies, procedures and adherence to legislative requirements to implement and manage change

Unit Mapping Information

Supersedes and is equivalent to ICTSAS510 Review and develop ICT maintenance strategy.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTSAS528 Review and develop ICT maintenance strategies

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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

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