



Australian Government

ICTSAS529 Prioritise ICT change requests

Release: 1

ICTSAS529 Prioritise ICT change requests

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 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 the 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. Prepare to prioritise change requests	1.1 Identify organisational change request recording methods, policies and procedures 1.2 Identify and document change requests according to organisational policies and procedures 1.3 Classify and prioritise change requests according to service level agreements (SLAs) and organisational requirements
2. Determine priority settings	2.1 Identify organisational business continuity risks 2.2 Prioritise identified risks and determine risk reduction change implementation hierarchy 2.3 Evaluate costs, benefits and timing of change implementation according to organisational requirements 2.4 Schedule and document change analysis according to

ELEMENT	PERFORMANCE CRITERIA
	organisational requirements 2.5 Submit document to required personnel, seek and respond to feedback
3. Develop change analysis work plan	3.1 Identify change requests 3.2 Determine and document systems impact and organisation of methodology and timing of change 3.3 Determine and document change plan and include required change development resources 3.4 Submit documentation to required personnel and seek and respond to feedback 3.5 Obtain final task sign off

Foundation Skills

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

SKILL	DESCRIPTION
Numeracy	• Uses mathematical equations to calculate financial and technical data and organise schedules • Interprets, analyses and documents numerical and technical system data
Oral communication	• Obtains and responds to information and feedback from required personnel using succinct verbal language
Reading	• Interprets and analyses technical specifications and data and textual information from a range of sources to develop maintenance strategy
Writing	• Prepares documentation detailing analysis, plan and systems impact according to organisational requirements
Teamwork	• Identifies and uses appropriate conventions and protocols when communicating with colleagues and stakeholders
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	• Uses problem solving techniques to analyse required outcomes in order to manage change to ICT systems
Self-management	• Takes full responsibility for identifying and considering relevant organisational protocols and requirements

SKILL	DESCRIPTION
Technology	• Demonstrates a sophisticated understanding of principles, concepts, language and practices associated with the digital world

Unit Mapping Information

Supersedes and is equivalent to ICTSAS511 Prioritise ICT change requests.

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 ICTSAS529 Prioritise ICT change requests

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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:

- review and prioritise change requests
- develop a change analysis work plan on at least one occasion
- document processes and finalised work plan.

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
- industry standard help desk and maintenance practices
- quality assurance practices relating to Information and Communications Technology (ICT) system changes
- role of stakeholders and the degree of stakeholder involvement that may impact on Information and Communications Technology (ICT) system changes activities
- features and capabilities of industry standard hardware and software products, including change management tools
- organisation's system functionality and application
- SLAs that may impact on Information and Communications Technology (ICT) system changes activities.

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:

- special purpose tools, equipment and materials
- industry standard software packages

- sites on which change requests may be coordinated
- industry standard SLAs used in industry
- organisational guidelines, policies and procedures that may impact on system changes activities.

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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