



Australian Government

Assessment Requirements for ICTTEN408 Complete equipment and software upgrades

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 2.0.

Performance Evidence

Evidence of ability to:

- analyse implications of hardware and software upgrade on remainder of the network
- identify components of the upgrade process
- prepare an upgrade plan and organise system back-up
- run test plan and analyse test results
- implement upgrade according to work health and safety requirements
- monitor progress of upgrade periodically using both vendor- and enterprise-specific monitoring tools
- implement contingency plan when required, and analyse alarms and alarm conditions
- escalate unresolved problems and review customer complaints to assess impact of upgrade
- make necessary arrangements with the customer for site access and training.

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:

- explain alarms used to monitor operation of computer software systems
- explain use of back-up systems
- illustrate common upgrades and post-upgrade routines
- describe escalation and outage procedures
- investigate network management systems
- outline telecommunications networks and equipment
- identify telecommunications monitoring tools
- describe telecommunications test equipment and test set-ups
- describe telecommunications wiring practices.

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 telecommunications networks engineering field of work and include access to:

- a site where upgrade may be conducted
- equipment, software, test and monitoring equipment currently used in industry
- relevant regulatory, equipment, enterprise and vendor documentation.

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 guides are found in VETNet -

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