

Training Package	Information Technology ICA99	Unit Code
Title:	Determine client computing problems and action	ICAITS022B
Unit Descriptor	This unit defines the competency required to record and prioritise client support activities, determine the required resources, solve the client problem or escalating as necessary.	HSC Indicative Hours: 15
Field/Stream	Support Information Technology	
Related Competency Standards	The project life cycle and the IT methodology employed will determine which particular units of competency are relevant to this unit, some include the Project Management, Implementation, Use, Documentation and Teamwork functional areas.	

Key Competencies							
Collect, Analyse, and Organise Information	Communicate Ideas and Information	Plan and Organise Activities	Work with Others and in Teams	Use Mathematical Ideas and Techniques	Solve Problems	Use Technology	Cultural Understandings
2	2	2	2	2	2	2	2

Related learning for the HSC	Resources that may be used for in training and assessment for this unit
Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. This can include: <ul style="list-style-type: none"> • Systems Design and Development • Information Processes and Technology 	<ul style="list-style-type: none"> • Non-endorsed materials for ICAITS022B • Enterprise policies for computing/help desk support • Computer manuals and tutorials • Materials developed by Registered Training Organisations • Various commercially produced materials including textbooks and computer tutorials

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Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
1. Determine the client problem	<ol style="list-style-type: none"> Appropriate questions are asked to determine the client problem Client problem is documented for follow up Specific client requirements from logged requests are determined, and further appropriate investigation such as on site visit is carried out, to gain further information 	<ul style="list-style-type: none"> Principles of EEO and anti-discrimination Principles of OH&S Understanding systems, technical and organisational Broad general knowledge of operating system functions and basic features Current industry accepted hardware and software products with broad knowledge of general features and capabilities and detailed knowledge in some areas 	<p>Critical aspects of assessment</p> <p>Assessment must confirm the ability to record and prioritise client support activities, determining the required resources, solving the client problem or escalating according to organisational guidelines or practices.</p>	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> help desk procedures, call logging diagnostic questioning time management general hardware and software product knowledge, both corporate and other quotes, request for proposal time/cost estimates user requirements prioritising preferred supplier, contracts

Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
2. Prioritise client problems	<ol style="list-style-type: none"> 1. Scale of problem is determined and monitored 2. Problem constraints are determined 3. Impact analysis of problem to organise is undertaken 4. Priorities are determined 5. Advice and support are provided to the client from database of known problems, if possible 	<ul style="list-style-type: none"> • Broad knowledge base of escalation procedures • Hardware and software supported by the organisation • Information Technology terminology • Telephone, fax and on-line functions and procedures • Work group procedures • Broad general knowledge of Equal Opportunity legislation 	<p>Interdependent Units of Assessment</p> <p>This unit may be assessed with any of the following: ICAITS001A, ICAITU002A, ICAITS011A, ICAITS012A, ICAITS032B. The interdependence of units of competency for assessment will vary with the particular project or scenario.</p>	<p>Learning experiences for the HSC must include:</p> <ul style="list-style-type: none"> • preparing a proposal to solve a client computing problem (eg need to send faxes from the desktop, need to upgrade ram and hard disk) • establishing the hardware and software requirements and associated cost of setting up and maintaining a computing facility according to specification. Such a facility could include: <ul style="list-style-type: none"> – a computer training room – a library computing facility – an internet cafe
3. Refer maintenance	<ol style="list-style-type: none"> 1. Options of referral or action are investigated and appropriate process is followed 2. Client help documentation is provided as required 3. Support and advice are documented according to organisation guidelines 4. Maintenance and technical support agreements are determined 5. Problem is referred to supervisor, management or technical area as required 6. Referrals are documented and tracked according to organisation guidelines 	<ul style="list-style-type: none"> • Broad general knowledge of Anti-discrimination legislation • In-house or vendor support available • Security and network guidelines/procedures • Broad general knowledge of Occupational Health and Safety regulations 		

Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
4. Carry out maintenance	<ol style="list-style-type: none"> 1. New components are obtained in line with organisation guidelines 2. Maintenance is completed in line with organisation guidelines 3. Used components are stored and disposed of in accordance with organisation guidelines 	<ul style="list-style-type: none"> • Strong customer service • Decision-making involving discretion and judgement • Time management for self and others • Problem-solving known problems in a variety of contexts • Questioning and active listening for conveying and clarifying information • Literacy skills in regard to interpretation of technical manuals • ICAITS016B 		
5. Prepare maintenance report	<ol style="list-style-type: none"> 1. Maintenance is prepared in line with organisation guidelines 2. Maintenance requirements to appropriate area are escalated as required 			
6. Closing problem	<ol style="list-style-type: none"> 1. Client evaluation and feedback are obtained to ensure requirements of client are met 2. Problem is resolved to client satisfaction or client is referred to supervisor/appropriate person for follow up 3. Problem is resolved to client satisfaction 			

Resources	Peers and supervisors for obtaining information on the extent and quality of the contribution made.
Consistency	Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.
Context	Work is carried out under direct supervision. An individual demonstrating these competencies would be able to: <ul style="list-style-type: none"> • demonstrate knowledge by recall in a narrow range of areas • demonstrate basic practical skills, such as the use of relevant tools • perform a sequence of routine tasks given clear direction, and • receive and pass on messages/information.
Range of Variables	
Variable	Scope
Advice and support	May include: provision of client documentation, manuals; documentation from vendor; advice on software supported by the organisation may include, but is not limited to formatting spreadsheets, creation of graphs, setting up of work processing documents for printing, setting up an electronic mail system; advice on hardware supported by the organisation, including but not limited to operation of printers, setting of screen resolution, formatting of disks, reconfiguration of printers and scanners.
Further investigation	May include: on site examination; question and answers; active listening to client and other employees; contacting vendor or maintenance contract organisations; referring to technical area.
Database of known problems	May include information available in the workplace, from Internet or from software vendors.
Organisation information	Includes security procedures, logged call procedures, contracting arrangements relating to Information Technology purchasing; hardware and software options within organisational environment.
Client user	May be a department within the organisation or a third party. Consequently, the relationship and ease of access will vary.
Documentation and reporting	Audit trails, naming standards, version control.
OH&S standards	As per company, statutory and vendor requirements. Ergonomic and environmental factors must be considered during the demonstration of this competency.
Organisational standards	May be based upon formal, well documented methodologies or non-existent. For training delivery purposes, best practice examples from industry will be used.