

Implement System Software Changes

ICAI3110C



Ref No: DDICAI310B

Elements of Competency

Determine system changes required

- 1.1 Determine and record the required changes to *system*
- 1.2 Ensure that documentary evidence exists to support changes and evaluate changes required
- 1.3 Complete all *documentation* required in accordance with maintenance methodologies
- 1.4 Clarify and confirm the nature of the changes with the *client*
- 1.5 Obtain technical data from reliable sources and request other resources that may be required to complete the changes

Carry out system changes

- 2.1 Plan the procedure to effect intended changes
- 2.2 Confer with colleagues and *users* involved in the proposed changes and agree a mutually acceptable timeline and method of *implementation*
- 2.3 Copy initialisation or configuration files prior to *implementation*
- 2.4 Create a roll-back path in the event of failure
- 2.5 Ensure that changes required in *software* are made according to project or *organisational guidelines*
- 2.6 Test and verify that the changes have been made according to implementation guides and *organisational standards*

Present changes to client

- 3.1 Demonstrate changes to the *client* and explain the impact of these changes
- 3.2 Work towards making these changes acceptable to the *client* if changes are rejected, or making further modifications if required
- 3.3 Update *documentation* and repositories in accordance with standards and update modifications made to the change management system

Perform handover to client's operational

- 4.1 Update *documentation* and *client* procedures to reflect changes made
 - 4.2 Secure sign off of acceptance documents by client
 - 4.3 Facilitate handover of modified system to client's operational area
- 52

Number of Pages

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the elective unit of ICAI3110C Implement System Software Changes. This manual is a learning resource and is not an assessment tool.

Prerequisites

The following units are pre-requisite for this competency:
ICAI3020B Install and optimise operating system software

Course Length

In a training environment this manual is suitable for approximately 20 hours.

Course Structure

This course contains instructor lead exercises as well as examples completed at the students' own pace.

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Workplace System Changes

- Determining Change Requirements
- Needs Identification
- Software Audit
- Supporting Documentation
- Technical Specifications
- Client Report
- How to Write a Report
- Signoff

System Change Implementation

- System Rollback
- System Restore
- Software Clone
- Backup
- Preparation
- Testing Software

Change Management

- Training Needs Analysis
- Software Analysis
- User Analysis
- Training Intervention
- Training Support Documentation
- The Delivery Plan

Final Handover

- Handover Documentation
- Version Control
- Delivery of Build

Final Review and Acceptance