

This unit describes the performance outcomes, skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes maintaining existing technology and planning for future technology requirements.

Designed for: This course is suitable for all frontline managers.

Duration: 1 day

Application of the unit: This unit applies to individuals with a broad knowledge of business technology who contribute well developed skills in creating solutions to maintenance and upgrade issues with existing technology. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

Elements and performance criteria:

Element	Performance criteria
Maintain performance of hardware and software	<ul style="list-style-type: none"> ▪ Monitor and evaluate system effectiveness to ensure it meets organisational and system requirements ▪ Use operating system, drive and disk structure, reports and files to identify performance problems ▪ Maintain disk drives and peripherals according to manufacturers' and organisational requirements ▪ Replace consumables in accordance with manufacturers' and organisational requirements
Provide basic system administration	<ul style="list-style-type: none"> ▪ Carry out system back-up procedure at regular intervals according to organisational and system requirements ▪ Install and operate software applications in accordance with developers' and organisational requirements ▪ Maintain and update security access procedures in line with organisational requirements ▪ Ensure that licence for use of software is used, checked and recorded in accordance with organisational requirements ▪ Regularly maintain and update virus programs in accordance with organisational requirements
Identify future technology requirements	<ul style="list-style-type: none"> ▪ Maintain knowledge of current and new technology by regularly accessing sources of information ▪ Identify and develop improved technology systems using feedback from clients and colleagues ▪ Assess existing technology against newly available technology to determine future needs and priorities ▪ Identify and select new technologies to achieve and maintain continuous organisational development ▪ Obtain management and budget approval for new selected technologies



Suite 45 / 574 Plummer Street
Port Melbourne Victoria 3207

+613 9676 9211 T
+613 9676 2499 F

admin@learningverve.com.au E
www.learningverve.com.au W

ACN 104 624 919
ABN 62 104 624 919

