



Australian Government

Department of Education, Employment and Workplace Relations

ICAI6187B Implement change management processes

Release: 1

ICAI6187B Implement change management processes

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to apply techniques that facilitate the planning, implementation and monitoring of information technology change.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan IT system changes	1.1. Research and develop <i>change procedures</i> and conventions 1.2. Develop IT change management plan 1.3. Identify key personnel responsible for change management policies and procedures 1.4. Train staff and management in change management procedures and policies 1.5. Evaluate current IT <i>system</i> to determine changing <i>user</i> or business patterns 1.6. Identify key personnel responsible for authorising and implementing change management plan
2. Identify technology system change needs	2.1. Determine current IT <i>benchmarks</i> 2.2. Compare identified needs against performance <i>benchmarks</i> to identify possible changes 2.3. Assess proposed changes to determine impact 2.4. Notify key personnel of necessary change
3. Implement change	3.1. Plan change schedule 3.2. Prioritise changes and allocate resources 3.3. Implement change management plan and procedures 3.4. Involve <i>stakeholders</i> in the implementation process 3.5. Capture new performance <i>benchmarks</i> to measure changes 3.6. Ensure appropriate <i>liaison methods</i> are used 3.7. Identify training <i>requirements</i> 3.8. Notify <i>stakeholders</i> of change
4. Monitor and review implementation	4.1. Measure change performance against new <i>benchmarks</i> 4.2. Submit performance results to <i>stakeholders</i> 4.3. Obtain sign-off on changes 4.4. Provide appropriate documentation and reporting

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

REQUIRED SKILLS AND KNOWLEDGE**Required skills**

- Information technology related to organisational analysis
- Data gathering and analysis skills
- Communication skills for stakeholder engagement
- Remote and local administration capabilities
- Prevention and monitoring of system security
- Version back-up and storage
- Directory management

Required knowledge

- Information technology systems
- Internet and internetworking architecture
- Server access security procedures and general security issues relating to a particular operating system
- Performance benchmarking
- Change management principles

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Assessment must confirm the ability to plan for, implement, monitor and review change and apply guidelines and policies to the change management process.
- The demonstration of competency in this unit necessitates the identification of elements that require changing, and planning of a change management intervention. Complex issues of version management and maintaining compliance with existing accessibility and other policies also need to be demonstrated.

To demonstrate competency in this unit the person will require access to:

- International standards
- Operation data from an organisation
- Needs analysis data
- Organisational planning guidelines
- Version control guidelines

Context of and specific resources for assessment

Implementing change management processes for an IT system may in some cases be a complex and large undertaking involving analysis, diagnosis, design, planning, execution and evaluation across a broad range of technical functions, including development of new criteria or applications or knowledge or procedures. Significant technical judgement and leadership will be required in complex technological change management processes.

The in-depth review of technical systems across a wide and often unpredictable variety of contexts may be necessary for determining appropriate strategies.

EVIDENCE GUIDE	
	<p>Contributions to the development of significant test plans will be involved and accountability and responsibility for self and others in achieving the outcomes will be necessary.</p> <p>The breadth, depth and complexity involving analysis, design, planning, execution and evaluation across a range of technical and/or management functions including development of new criteria or applications or knowledge or procedures would be characteristic.</p> <p>Assessment must ensure:</p> <ul style="list-style-type: none"> • The demonstration of competency may also require application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts in relation to either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy may be involved and accountability and responsibility for self and others in achieving the outcomes may also be characteristic. • Applications involve significant judgement in planning, design, technical or leadership/guidance functions related to products, services, operations or procedures would be common.
Method of assessment	<p>The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.</p> <ul style="list-style-type: none"> • Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must

EVIDENCE GUIDE	
	<p>closely reflect the workplace to enable full demonstration of competency.</p> <ul style="list-style-type: none"> • Some organisations may be quality certified and have well documented standards for addressing quality while others will not. In a simulated environment best practice workplace examples should be used. • Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p> <p>An individual demonstrating this competency would be able to:</p> <ul style="list-style-type: none"> • Demonstrate understanding of specialised knowledge with depth in some areas • Analyse, diagnose, design and execute judgement across a broad range of technical or management functions • Generate ideas through the analysis of information and concepts at an abstract level • Demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills • Demonstrate accountability for personal outputs within broad parameters • Demonstrate accountability for personal and group outcomes within broad parameters • Maintain knowledge of industry products and services

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<p>Requirements may be in reference to:</p>	<ul style="list-style-type: none"> • business • system • application • network • people in the organisation
<p>User may include:</p>	<ul style="list-style-type: none"> • a person within a department • a department within the organisation • a third party
<p>Change procedures</p>	<ul style="list-style-type: none"> • May be verbal, documented, process based, socially based or incremental, and may be the result of an impact on quality, cost or OH&S • May include formal procedures that must be adhered to, such as check points and sign-offs with documented procedures and templates; implementation of financial control mechanisms; communication with stakeholders; dispute resolution and modification procedures; and processes for determining size and cost.
<p>Benchmarks may include:</p>	<ul style="list-style-type: none"> • technical • cost savings • performance • quality
<p>Stakeholders may include but are not limited to:</p>	<ul style="list-style-type: none"> • end user • internal or external client • government body • corporate body • community groups
<p>Liaison methods may include but are not limited to:</p>	<ul style="list-style-type: none"> • Planning workshops • Management reviews • Web information portals • CRM technologies • Written reports

RANGE STATEMENT

	<ul style="list-style-type: none"> • Group information sessions • Needs analysis surveys • Email • Telephone calls • Newsletters
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Unit Sector(s)

Unit sector	Implement
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Co-requisite units

Co-requisite units	

Competency field

Competency field	
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