



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICAICT508A Evaluate vendor products and equipment**

**Release: 1**

## ICAICT508A Evaluate vendor products and equipment

### Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to evaluate and test a range of vendor products and equipment against a client's business requirements.

### Application of the Unit

This unit applies to individuals in a range of information and communications technology (ICT) areas who are required to assess hardware and software products.

### Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

### Pre-Requisites

Not applicable.

### Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

## Elements and Performance Criteria

1. Establish business requirements	<p>1.1 Identify and prioritise <i>business requirements</i></p> <p>1.2 Identify conflicting or overlapping business requirements</p> <p>1.3 Specify budget and available resources</p> <p>1.4 Validate business requirements, budget and resource needs with <i>client</i></p>
2. Identify vendor products and equipment	<p>2.1 Investigate a representative range of vendor products and equipment</p> <p>2.2 Identify and document interdependencies</p> <p>2.3 Specify and document technical alternatives available to the business</p> <p>2.4 Determine and document availability of products and equipment</p> <p>2.5 Ensure vendor products and equipment meet Australian or other <i>standards</i></p>
3. Test vendor products and services	<p>3.1 Develop valid and reliable test regime with appropriate measurements</p> <p>3.2 Establish test environment, including calibrated measuring equipment</p> <p>3.3 Undertake testing of products or equipment and document results</p> <p>3.4 Undertake revised testing where initial tests are inconclusive or where alternative product configuration may meet business requirements</p>
4. Evaluate vendor products, services and equipment	<p>4.1 <i>Rate</i> vendor products for quality, performance and support</p> <p>4.2 Rate vendor products for fit with client needs</p> <p>4.3 Establish product limitations, performance, integration capabilities and costs and compare with established business requirements</p> <p>4.4 Prepare cost-benefit analysis</p>
5. Prepare evaluation report	<p>5.1 Document product information in order of preference</p> <p>5.2 Recommend preferred product, including the reasoning behind recommendations</p> <p>5.3 Prepare a report containing <i>solution</i> details</p> <p>5.4 Submit report to client for approval</p>

## Required Skills and Knowledge

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

### Required skills

- analytical skills to compare and contrast similar products from different vendors
- communication skills to effectively communicate with vendors
- literacy skills to identify key sources of product information, summarise and document technical information
- numeracy skills to compare prices on different products.

### Required knowledge

- broad knowledge of:
  - Australian Computer Society Code of Ethics
  - client business domain
  - copyright and intellectual property
  - current industry-accepted hardware and software products, including their general features and capabilities
- detailed knowledge of current and future technical systems
- features and function of relevant hardware components and software products and the interaction between these
- vendor product and international standards.

## 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.*

<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• evaluate a range of vendor products and equipment against a client's functional requirements</li> <li>• choose the most appropriate products</li> <li>• document the selected items and selection rationale.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• client functional requirements</li> <li>• hardware and software specifications from vendors</li> <li>• test procedures and activities.</li> </ul> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• verbal or written questioning to assess candidate's knowledge of client business domain and appropriate selection criteria</li> <li>• review of reports prepared by candidate showing selected items and selection rationale.</li> </ul>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.</p>

## Range Statement

*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.*

<b><i>Business requirements</i></b> may relate to:	<ul style="list-style-type: none"> <li>• application</li> <li>• business</li> <li>• network</li> <li>• people in the organisation</li> <li>• system.</li> </ul>
<b><i>Client</i></b> may include:	<ul style="list-style-type: none"> <li>• employees</li> <li>• external organisations</li> <li>• individuals</li> <li>• internal departments.</li> </ul>
<b><i>Standards</i></b> may include:	<ul style="list-style-type: none"> <li>• Australian Standards (AS)</li> <li>• Institute of Electrical and Electronics Engineers (IEEE)</li> <li>• International Electrotechnical Commission (IEC)</li> <li>• International Organization for Standardization (ISO)</li> <li>• International Telecommunications Union (ITU)</li> <li>• Internet Engineering Task Force (IETF)</li> <li>• organisational</li> <li>• project.</li> </ul>
<b><i>Rate</i></b> process may include:	<ul style="list-style-type: none"> <li>• evaluation of:               <ul style="list-style-type: none"> <li>• customer testimonies</li> <li>• support documents.</li> </ul> </li> </ul>
<b><i>Solution</i></b> may include:	<ul style="list-style-type: none"> <li>• hardware upgrades</li> <li>• implementing a new system</li> <li>• new hardware</li> <li>• new software</li> <li>• software upgrades</li> <li>• user training.</li> </ul>

## Unit Sector(s)

General ICT