ICAICT515A Verify client business requirements

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with *ICA11 Information and Communications Technology Training Package version 1.0*

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to deal with clients at a senior level, to identify their business requirements and verify the accuracy of the information gathered.

Application of the Unit

This unit applies to senior information and communications technology (ICT) personnel who liaise with senior client staff to initiate projects.

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.

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Elements and Performance Criteria Pre-Content

Element	Performance Criteria
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.*

Elements and Performance Criteria

1. Establish business relationship	1.1 Identify organisational structure, culture and politics in relation to support requirements
	1.2 Identify organisational stakeholders
	1.3 Develop business relationship with *client* across the appropriate number of organisational units
	1.4 Schedule regular liaison to manage relationship
2. Determine context of business need or problem	2.1 Work with client to define the business *problem* to be investigated
	2.2 Establish *system* boundaries and scope
	2.3 Manage the preparation of appropriate information gathering
	2.4 Ensure that project objectives and outcomes are documented
	2.5 Work with client to substantiate *documentation*
3. Analyse new information	3.1 Supervise information gathering from identified clients of the system
	3.2 Analyse gathered client responses
	3.3 Analyse new *system requirements*
	3.4 Ensure that new system requirements and problems are documented
4. Confirm system specifications	4.1 Review documentation
	4.2 Work with client to verify system specifications, updating documentation as required
	4.3 Obtain final approval and sign-off from client

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Required Skills and Knowledge

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

Required skills

- communication skills to:
    - collect and present information
    - liaise and negotiate with internal and external personnel
    - manage teams
- initiative and enterprise skills to identify, analyse and evaluate information from a variety of sources
- literacy skills to:
    - gather, analyse and evaluate information
    - prepare documentation
- problem-solving skills to:
    - participate in the development of strategic initiatives and contribute to solutions
    - troubleshoot common system problems
- research skills to specify, analyse and evaluate broad features of a particular business domain
- technical skills to provide current advice on systems and data-gathering products.

Required knowledge

- data-gathering techniques
- detailed knowledge of client business to enable informed IT product provision
- products related to data capture
- role of stakeholders and the degree of stakeholder involvement.

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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 ability to: • use techniques of investigation, interview and document • produce a clear statement of business expectations and needs, including critical business requirements • manage staff contributions.
Context of and specific resources for assessment	Assessment must ensure access to: • current business needs • client expectations brief • business objectives • systems, data gathering and appropriate software products • appropriate learning and assessment support when required • modified equipment for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of candidate documenting a business problem • verbal or written questioning to assess candidate's knowledge of techniques for gathering, analysing and documenting information • review of documented system specifications developed by candidate for approval by client.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. 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. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.

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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.

Client may include:	• external organisations • ICT company • individuals • internal departments • internal employees • service industry.
Problem may refer to:	• application • business • network • system.
System may include:	• application • business • cabling infrastructure • computers • financial system • information system • management system • network equipment • software.
Documentation may include:	• audit trails • International Organization for Standardization (ISO), International Electrotechnical Commission (IEC), Institute of Electrical and Electronics Engineers (IEEE), Internet Engineering Task Force (IETF) and Australian Standards (AS) standards • naming standards • project-management templates • report-writing principles • version control.
System requirements may include:	• client user • cost constraints • environment • geography • system functionality.

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Unit Sector(s)

General ICT

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