



**Australian Government**

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

# **ICAICT711A Manage an information architecture project**

**Release: 1**

## ICAICT711A Manage an information architecture project

### 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 to manage a web-based information architecture project. This includes information transmission media.

### Application of the Unit

Senior managers in medium to large organisations apply analytical and strategic business knowledge to direct the strategic planning to meet current and future business needs.

### 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

<b>Element</b>	<b>Performance Criteria</b>
<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. Define content needs	<p>1.1 Identify strategic intent of website or system from business requirements and <i>client</i> expectations</p> <p>1.2 Provide <i>direction</i> to develop information requirements based on the business and client requirements</p> <p>1.3 Identify required information and group into business schemes related to the <i>business structure</i></p> <p>1.4 Direct determination of content requirements for each process</p>
2. Contribute to description of system and transmission media	<p>2.1 Consult with network and system specialists</p> <p>2.2 Analyse features of physical environment to interface information system architecture</p> <p>2.3 Estimate <i>traffic content and volumes</i> based on business requirements</p>
3. Supervise development of content structure and navigation plan	<p>3.1 Cluster information in related topics</p> <p>3.2 Ensure that information hierarchy is in a valid sequence</p> <p>3.3 Provide direction for clear, valid and intuitive labelling</p> <p>3.4 Review and commit to feasibility of architecture design</p> <p>3.5 Develop acceptance criteria</p>
4. Implement navigation system development	<p>4.1 Coordinate fit of navigational systems with business requirements</p> <p>4.2 Supervise development of navigational search subsystems</p> <p>4.3 Lead development of consistent and logical labelling systems</p>
5. Finalise testing and accept information architecture model	<p>5.1 Lead construction of information architecture prototype</p> <p>5.2 Ensure a broad sample of business clients are engaged</p> <p>5.3 Ensure site content meets business needs</p> <p>5.4 Lead testing of information architecture prototype to test that it operates on chosen system and transmission media</p> <p>5.5 Supervise user-acceptance test</p>

## Required Skills and Knowledge

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

### Required skills

- analytical skills to evaluate information
- literacy skills to:
  - conduct presentations to a group
  - work effectively in a group
  - prepare reports
- conflict management skills to deal with grievances, disputes or disagreements
- information technology skills for word processing and desktop research
- initiative and enterprise skills to identify improvements to quality
- literacy skills to prepare reports
- planning and organisational skills to plan, prioritise and organise own work
- problem-solving skills to resolve issues in the workplace
- research skills to gather data and information.

### Required knowledge

- equity and diversity principles to apply to project
- OHS requirements
- organisational policy and procedures as they apply to the project
- personal safety issues
- public sector legislation, codes of practice and other formal agreements that directly impact on business operations
- technical knowledge of telecommunications networks
- workplace and industry environment as it applies to project.

## 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>• determine the human factors that need to be analysed when managing people and groups</li> <li>• conduct business meetings applying effective communication techniques</li> <li>• determine essential requirements of a product applying quality management principles</li> <li>• monitor and implement training for staff</li> <li>• resolve problems and conflicts in a business environment</li> <li>• support human resource management program.</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>• computer system and web-host workplace</li> <li>• relevant enterprise documentation, including human resource (HR) and quality management policies.</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>• direct observation of the candidate running a productive business meeting and effective interview techniques</li> <li>• verbal or written questioning to assess the required knowledge and skills</li> <li>• review of quality reports prepared by the candidate</li> <li>• evidence of consultations with staff and management.</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>

	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.*

<b><i>Client</i></b> may include:	<ul style="list-style-type: none"> <li>• internal or external customer</li> <li>• owner, management or shareholders.</li> </ul>
<b><i>Direction</i></b> may include:	<ul style="list-style-type: none"> <li>• intended audiences</li> <li>• long and short-term goals for the site</li> <li>• types of client interactions</li> <li>• website intent.</li> </ul>
<b><i>Business structure</i></b> may include:	<ul style="list-style-type: none"> <li>• branch</li> <li>• business unit</li> <li>• conglomerate.</li> </ul>
<b><i>Traffic content and volumes</i></b> may include:	<ul style="list-style-type: none"> <li>• hits</li> <li>• page views</li> <li>• packet sniffing</li> <li>• network traffic.</li> </ul>

## Unit Sector(s)

General ICT