



Australian Government

Department of Education, Employment and Workplace Relations

ICASAD604A Manage and communicate IT solutions

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICAI1 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage and communicate requirements for new IT systems to a broad and diverse audience.

Application of the Unit

This unit applies to senior business analysts in medium to large organisations who ensure that all stakeholders have a shared understanding of the nature of an IT solution; and to ensure that those stakeholders with approval authority agree on the requirements that the solution meets.

Their job roles combine high-level management, business and technical skills necessary to manage complex analysis efforts within the information and communications technology (ICT) industry, often as part of IT projects critical to the business.

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. Manage identified client IT requirements and scope of solution	1.1 Establish baseline client IT requirements and change control processes to track changes to requirements and solution scope 1.2 Resolve issues and conflicts that emerge during final stages of identifying and analysing requirements 1.3 Determine how requirements will be presented for review 1.4 Secure approval of requirements from those stakeholders who have the appropriate authority
2. Manage requirement relationships and dependencies	2.1 Examine and organise the set of requirements and record the dependencies and relationships for each 2.2 Perform impact analysis to assess or evaluate the impact of a change 2.3 Deploy requirements management tools as necessary
3. Maintain requirements for re-use	3.1 Identify requirements that the organisation will use in the long term 3.2 Name and define requirements available for future re-use
4. Prepare requirements package	4.1 Decide which formats are appropriate for a particular project and its stakeholders 4.2 Prepare requirements package according to organisational need
5. Communicate requirements	5.1 Communicate requirements iteratively and in conjunction with business analysis tasks 5.2 Develop and deliver presentations of requirements according to communication objectives

Required Skills and Knowledge

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

Required skills

- analytical skills to perform impact analysis of possible changes to solution scope
- communication skills to bring stakeholders from different backgrounds and business domains to a common understanding of the IT requirements
- organisational and management skills to manage the integrity of requirements to the business goals and actual solution through uncertainty and change over time
- strategic thinking skills to ensure that knowledge of the organisation gained during business analysis is available for future use
- technical skills to develop evaluation criteria.

Required knowledge

- conflict-resolution and issue-management techniques to handle possible changes to solution scope
- requirements management and requirements traceability processes
- techniques for managing version control and configuration.

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	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • establish processes to trace requirements, and control and track changes to requirements and solution scope • package and communicate requirements according to what is appropriate for a project or stakeholder group.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • documentation, including appropriate policies, current business analysis practices, tools and legislation • appropriate learning and assessment support when required • modified equipment for people with special needs.
Method of assessment	<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"> • evaluation of a simulated or workplace project in a medium to large enterprise • direct observation of the candidate carrying out business analysis work • verbal or written questioning to assess required knowledge and skills • review of reports and plans prepared for the projects • evaluation of a portfolio of the project work undertaken.
Guidance information for assessment	<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.

<p><i>Requirements management tools</i> may include:</p>	<ul style="list-style-type: none"> • Caliber-RM • MKS requirements • Requisite Pro • RTM Workshop • SoftREQ • Teamcenter • TestTrackRM.
<p><i>Requirements package</i> may exist in the form of:</p>	<ul style="list-style-type: none"> • formal documentation, usually based on a template used by the organisation, such as a vision document or software requirements specification • models, where the requirements may be presented only in the form of a model, such as a process map, or captured on a whiteboard • presentation that delivers a high-level overview of the functionality delivered by the solution.
<p><i>Business analysis tasks</i> may include:</p>	<ul style="list-style-type: none"> • enterprise analysis tasks • elicitation tasks • requirements analysis tasks • solution assessment and validation tasks.
<p><i>Presentations of requirements</i> may be used to:</p>	<ul style="list-style-type: none"> • as a precursor to delivery, e.g. examining solution options with a delivery team • ensure cross-functional fit with other business process areas within the same project • ensure that internal project quality standards have been adhered to • make decisions regarding solution scope • obtain business acceptance and sign-off • obtain delivery team sign-off • obtain testing team sign-off • prioritise a set of requirements before proceeding to next project stage.

Unit Sector(s)

Systems analysis and design