



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS405A Identify and evaluate IT industry vendor technologies

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 research, evaluate and recommend an industry vendor to supply IT components and to negotiate with the vendor for supply of identified components.

This unit of competency provides for several approaches, with an emphasis on researching and analysing alternative options in dealing with vendors when acquiring IT components. It covers testing, comparisons and evaluations based on the abovementioned elements, as well as consideration of such other factors as after-sales service and reliability.

Application of the Unit

This unit applies to individuals in the support area who are required to select the most appropriate vendors for the organisation.

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. Select method to be used for identifying suitable vendor	1.1 Evaluate organisational purchasing policy as a means of identifying vendors and document outcomes 1.2 Consider and undertake other means of identifying suitable vendors and document outcomes 1.3 Recommend preferred <i>method of vendor selection</i> to <i>client</i> 1.4 Plan and document selection process
2. Review vendor offerings	2.1 Notify vendors of organisation's requirements 2.2 Undertake evaluation process by comparing offers against organisational requirements 2.3 Organise vendor demonstrations and performance benchmark tests 2.4 Select vendor based on specific technical criteria, servicing, warranty and after-sales service
3. Prepare contracts and delivery requirements	3.1 Prepare contracts for review by <i>appropriate person</i> 3.2 Identify and document delivery arrangements with suppliers 3.3 Clarify installation responsibilities with suppliers 3.4 Review warranty and support requirements with suppliers and service level agreement 3.5 Confirm details with client

Required Skills and Knowledge

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

Required skills

- analytical skills to compare offers against organisational requirements
- communication skills to:
 - liaise with clients and vendors on technical and operational matters
 - transfer and collect information and gain consensus on concepts
- literacy skills to:
 - evaluate technical documents
 - prepare contracts and service agreements
 - prepare technical documents
- numeracy skills to:
 - compare prices between vendors
 - evaluate organisational purchasing policy
- planning and organisational skills to:
 - plan and document selection process
 - organise vendor demonstrations
 - provide warranty and after sales service.

Required knowledge

- benchmarking methodologies
- change-management systems
- contracts in relation to supply and support
- current industry-accepted hardware and software products
- financial management and leasing arrangements
- information-gathering techniques
- quality assurance practices in relation to evaluating and recommending IT vendors
- risk management in relation to evaluating and recommending IT vendors
- client business domain
- vendor product trends.

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"> • identify an appropriate vendor to supply components according to organisational requirements • demonstrate consistency in the acquisition of technical and business requirements.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • current business and IT strategic plans • service levels • user requirements • 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"> • verbal or written questioning to assess candidate's knowledge of: <ul style="list-style-type: none"> • organisational purchasing policy • tenders • service level agreements • review of candidate's documented selection process • direct observation of candidate obtaining requirements from user.
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.

<i>Method of vendor selection</i> may include:	<ul style="list-style-type: none">• by tender or invitation• registration of interest• request for information (RFI)• request for proposal (RFP).
<i>Client</i> may include:	<ul style="list-style-type: none">• external organisations• individuals• internal departments• internal employees.
<i>Appropriate person</i> may include:	<ul style="list-style-type: none">• authorised business representative• client• supervisor.

Unit Sector(s)

Systems administration and support