



Australian Government

Assessment Requirements for ICTICT806 Direct outsourced ICT services

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop strategic directions for outsourcing of information and communications technology (ICT) resources, in alignment with organisational goals
- lead the development of a risk analysis strategy on outsourced ICT services
- ensure that procedures identifying risk and, measures to mitigate risk, are developed and implemented
- ensure warning systems, and an ongoing process of reviews of the risk profile of outsourced ICT services, are established
- review and monitor, the performance of service level agreements (SLAs) with external service providers.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- research and summarise, risk management principles and guidelines
- research and summarise the outsourcing strategies for ICT services
- outline business continuity issues for the organisation
- review the organisation's current functionality, including the existing data and information systems
- review the organisation's internal and external dependencies, and interdependencies
- review the organisational policies and procedures, including the risk management strategy
- review past and current, internal, external and industry disruptions
- outline the relevant legislation and regulations that impact on business continuity including:
 - workplace health and safety (WHS)

- environment
- duty of care
- contracts and service level agreements
- business and company law
- freedom of information
- industrial relations
- privacy and confidentiality
- due diligence
- records management
- describe the business domain and organisational requirements.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general ICT industry, and include access to:

- relevant strategic-level enterprise documentation, including:
 - planning
 - financial
 - ICT infrastructure
- legislative policies.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>