



Australian Government

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. |

Application

This unit describes the skills and knowledge required to develop strategic plans, and change-management strategies, for outsourced information and communications technology (ICT) services. It includes developing, tracking and managing service level agreements (SLAs), and ensuring continuous improvement.

It applies to individuals who work in high-level management positions and lead the analysis, implementation and management of emerging, and converging, ICTs as they are integrated into the business process to support the organisational strategic goals of medium to large organisations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Direct the strategic planning for outsourced ICT services | 1.1 Identify the ICT services to be outsourced 1.2 Establish the criteria for the outsourcing model 1.3 Critically analyse the impact on the current organisational environment 1.4 Select an appropriate business model for outsourcing, against the identified criteria 1.5 Research the appropriate ICT service providers (vendor evaluation), against the identified criteria |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | 1.6 Develop the strategic plan for outsourced ICT services |
| 2. Lead the risk management of outsourced ICT services | 2.1 Specify the relevant security requirements 2.2 Lead the development of the change management strategy 2.3 Negotiate the performance, and a security strategy, with the ICT service provider 2.4 Ensure that the risk assessment process for outsourced services complies with organisational policy 2.5 Ensure that risk mitigation addresses the identified risks |
| 3. Monitor the performance levels of the outsourced ICT service performance agreement | 3.1 Develop external ICT service provider SLAs 3.2 Ensure that the external ICT service provider agreed performance levels are maintained 3.3 Monitor the setting, tracking and management of SLAs, as an important part of outsourcing relationship management (ORM) 3.4 Ensure the continuous improvement of outsourced ICT services |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|--------------------|--|---|
| Reading | 1.1, 1.2, 1.3, 1.4, 1.5, 2.4, 2.5, 3.4 | <ul style="list-style-type: none"> Identifies, analyses and evaluates complex textual information relevant to the job role |
| Writing | 1.1, 1.6, 2.1, 2.2, 2.4, 2.5, 3.1 | <ul style="list-style-type: none"> Selects the document structure, language, grammar and terminology to suit the specific subject matter and audience, when developing strategies, SLAs, and continuous improvement processes |
| Oral Communication | 1.1-1.6, 2.1-2.5, 3.1-3.4 | <ul style="list-style-type: none"> Uses effective listening and probing, open questioning techniques to elicit the view and opinions of others, and to obtain information Participates in a verbal exchange of ideas and solutions, and uses detailed and clear language to clarify and present information, according to the |

| | | |
|----------------------------|--|---|
| | | <p>requirements and the audience</p> <ul style="list-style-type: none"> • Uses negotiation technique, the appropriate pitch, tone and body language, reflective responses, and revises own speaking to enhance meaning and effectiveness, when negotiating with service providers |
| Numeracy | 1.2, 1.3, 1.4, 1.5, 1.6, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3 | <ul style="list-style-type: none"> • Uses a range of statistical, mathematical and financial calculations, formulae and functions, together with the appropriate software tools, to interpret numerical and financial data relating to cost benefit analyses, SLAs, and risk assessment, and continuous improvement processes |
| Navigate the world of work | 2.4 | <ul style="list-style-type: none"> • Recognises protocols and policies that must be respected and maintained in the workplace, to reach explicit goals |
| Get the work done | 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.2, 2.5, 3.1, 3.2, 3.3, 3.4 | <ul style="list-style-type: none"> • Considers the strategic and operational potential of digital technology in order to achieve work goals, enhance work processes, create opportunities and reduce risks • Draws on a broad understanding of the context, and uses a combination of analysis and intuition, to decide whether an idea is worth developing and implementing • Develops plans for complex high-impact activities with strategic implications • Recognises and addresses complex problems involving multiple variables |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|-----------------------|
| ICTICT806 Direct outsourced ICT services | ICAICT706A Direct outsourced ICT services | <p>Updated to meet Standards for Training Packages.</p> <p>Recoded to meet AQF requirements</p> | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>