



Australian Government

Department of Education, Employment and Workplace Relations

BSBEBU502A Implement e business solutions

Revision Number: 1

BSBEBU502A Implement e business solutions

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to implement e business solutions, including establishing the initial requirements and developing systems for implementation, and to support ongoing monitoring and review.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals who possess skills and knowledge in a specialist business area, as well as knowledge of software and other technologies. They apply these skills and knowledge in the implementation of e business solutions. They may be managers responsible for overseeing these tasks as well as technical or other knowledge experts.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Set up e business solution	<ul style="list-style-type: none">1.1. Identify organisational requirements in consultation with relevant personnel1.2. Evaluate security issues and rank these issues for acceptable risk1.3. Evaluate the costs and technology requirements associated with e-business solution in relation to organisational requirements1.4. Confirm technology and standards required for implementation with relevant personnel1.5. Prepare budget for implementation of solution
2. Implement e business solution	<ul style="list-style-type: none">2.1. Delegate responsibility for solution in accordance with organisational policy, procedures and structures2.2. Develop procedures for the solution in accordance with organisational and other business requirements2.3. Provide training for implementation of solution in accordance with organisational requirements2.4. Develop security procedures and protocols in accordance with organisational requirements2.5. Maintain records relating to solution in accordance with legal, ethical and accounting requirements
3. Monitor and review e business solution	<ul style="list-style-type: none">3.1. Monitor outcomes and processes in accordance with implementation strategy and established performance monitoring and reporting requirements3.2. Use business data and reports to compare plans, budgets, time lines and forecasts to actual performance3.3. Obtain feedback from users and personnel responsible for implementation, and make recommendations to improve future e-business strategies

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical and problem-solving skills to assess information and apply to identified business needs
- communication skills to collaborate with technical experts and other staff
- literacy skills to identify and interpret market and product information.

Required knowledge

- features of a range of software and hardware systems
- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - copyright
 - occupational health and safety
- organisational policies and procedures relating to the systems, products and/or service being worked with.

Evidence Guide

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

Evidence of the following is essential:

- documented processes and procedures for implementation of an e-business solution
- development of monitoring strategy
- knowledge of relevant legislation.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and networked computers
- documentation relating to policies, procedures and training developed.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of authenticated documents from the workplace or training environment
- demonstration of techniques in a workplace or simulated environment..

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBEBU501A Investigate and design e-business solutions
- other information and communications technology units.

Range Statement

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>Organisational requirements</i> may include:	<ul style="list-style-type: none"> • authentication • building security • confidentiality • cost • encryption technology • firewalls • fraud control • gatekeeper software • privacy • recognised internet service provider (ISP) with secure platform • secure web server and browser with secure sockets layer (SSL) • third party verification of credit card information
<i>Security issues</i> may include:	<ul style="list-style-type: none"> • business ethics • confidentiality • fraud prevention and detection • information management • intellectual property • legal issues e.g. jurisdiction, contract validity, taxation • privacy • risk management • security
<i>E-business solutions</i> may include:	<ul style="list-style-type: none"> • 24-hour operation • automated marketing efforts • communication • distribution channel • global reach • online customer service • online inventory • online payments

RANGE STATEMENT	
	<ul style="list-style-type: none"> • online purchasing • online sales systems • supply channel
<i>Other business requirements</i> may include:	<ul style="list-style-type: none"> • accounting • ethical • legal • policies, procedures and guidelines developed in other operational areas specific to the system being implemented
<i>Security procedures and protocols</i> may include:	<ul style="list-style-type: none"> • authentication confirmation of identity • establishing and/or monitoring the credit worthiness of clients • processes for monitoring expiry of credit cards • processes for preventing fraudulent use of credit cards • processes for minimising bad debts through online payments

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Information and Communications Technology - E Business
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Co-requisite units

Co-requisite units	

