



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICAICT401A Determine and confirm client business requirements**

**Release: 1**

## ICAICT401A Determine and confirm client business requirements

### 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 determine client business requirements and verify the accuracy of the information gathered.

### Application of the Unit

This unit applies to information technology (IT) personnel who are required to gather information to determine business system requirements to meet client expectations and needs.

### 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  |
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| <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

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| 1. Determine context of business need or problem | <p>1.1 Establish the business <b><i>problem</i></b> to be investigated, including determining <b><i>system</i></b> boundaries, scope and the development methodology to be used</p> <p>1.2 Choose <b><i>information-gathering method</i></b> and develop questions appropriate to business problem</p> <p>1.3 Develop objectives and identify expected outcomes to be achieved</p> <p>1.4 Document the business problem</p> <p>1.5 Submit <b><i>documentation</i></b> to <b><i>appropriate person</i></b> for substantiation</p> |
| 2. Gather information                            | <p>2.1 Use chosen information-gathering method to identify <b><i>clients</i></b> of the system and problems they encounter</p> <p>2.2 Record client responses</p> <p>2.3 Analyse gathered information to identify new <b><i>system requirements</i></b> and establish problem specifications</p> <p>2.4 Document system requirements and problems</p> <p>2.5 Analyse physical requirements and identify changes required to implement new systems</p>  |
| 3. Confirm system specifications                 | <p>3.1 Check documentation to ensure it meets client business needs</p> <p>3.2 Submit documentation to the client for verification of accuracy and approval</p> <p>3.3 Make changes to the documentation as necessary and indicated by the client</p> <p>3.4 Submit documentation to client for final approval or sign-off</p>   |

## Required Skills and Knowledge

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

### Required skills

- communication skills to:
  - collect and present information
  - liaise and negotiate with internal and external personnel
  - participate in teams
- initiative and enterprise skills to identify, analyse and evaluate information from a variety of sources
- literacy skills to:
  - gather, analyse and evaluate information
  - prepare documentation
- problem-solving skills to:
  - participate in the development of strategic initiatives and contribute to solutions
  - troubleshoot common system problems
- research skills to specify, analyse and evaluate broad features of a particular business domain
- technical skills to provide current advice on systems and data-gathering products.

### Required knowledge

- data-gathering techniques
- detailed knowledge in areas related to client business
- functional organisational charts and their interpretation
- physical requirements of the client's business, taking into account current system functionality, geography, environment, client user and cost constraints
- products related to data capture
- role of stakeholders and the degree of stakeholder involvement.

## 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.*

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| <b>Overview of assessment</b>   |   |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• use investigative techniques to interview and document</li> <li>• produce a clear statement of business expectations and needs, including critical business requirements.</li> </ul>  |
| <b>Context of and specific resources for assessment</b>   | <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• current business needs</li> <li>• a client expectations brief</li> <li>• business objectives</li> <li>• systems, data gathering and appropriate software products</li> <li>• appropriate learning and assessment support when required.</li> </ul> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>   |
| <b>Method of assessment</b>   | <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"> <li>• direct observation of candidate documenting a business problem</li> <li>• verbal or written questioning to assess candidate's knowledge of techniques for gathering, analysing and documenting information</li> <li>• review of documented system specifications developed by candidate for approval by client.</li> </ul>                         |
| <b>Guidance information for assessment</b>  | <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</p> |

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|  | with targeted questioning to assess required knowledge. |
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## 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.*

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| <b><i>Problem</i></b> may refer to:                     | <ul style="list-style-type: none"> <li>• application</li> <li>• business</li> <li>• network</li> <li>• system.</li> </ul>   |
| <b><i>System</i></b> may include:                       | <ul style="list-style-type: none"> <li>• application</li> <li>• business</li> <li>• cabling infrastructure</li> <li>• computers</li> <li>• financial information</li> <li>• management</li> <li>• network equipment</li> <li>• software.</li> </ul>   |
| <b><i>Information-gathering method</i></b> may include: | <ul style="list-style-type: none"> <li>• focus groups or observation</li> <li>• interviews</li> <li>• physical-site surveys</li> <li>• questionnaires</li> <li>• surveys</li> <li>• vendor offerings.</li> </ul>  |
| <b><i>Documentation</i></b> may include:                | <ul style="list-style-type: none"> <li>• audit trails</li> <li>• standards: <ul style="list-style-type: none"> <li>• Australian Standards (AS)</li> <li>• Institute of Electrical and Electronics Engineers (IEEE)</li> <li>• International Electrotechnical Commission (IEC)</li> <li>• International Organization for Standardization (ISO)</li> <li>• Internet Engineering Task Force (IETF)</li> <li>• naming</li> </ul> </li> <li>• project management templates</li> <li>• report writing principles</li> <li>• version control.</li> </ul> |
| <b><i>Appropriate person</i></b> may include:           | <ul style="list-style-type: none"> <li>• authorised business representative</li> <li>• client</li> <li>• supervisor.</li> </ul>   |

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| <i>Clients</i> may include:             | <ul style="list-style-type: none"><li>• customers</li><li>• employees</li><li>• external organisations</li><li>• individuals</li><li>• internal departments.</li></ul> |
| <i>System requirements</i> may include: | <ul style="list-style-type: none"><li>• client user</li><li>• cost constraints</li><li>• environment</li><li>• geography</li><li>• system functionality.</li></ul>     |

## Unit Sector(s)

General ICT