



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT506A Implement process re-engineering strategies

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to consider a variety of potential process re-engineering strategies and to make appropriate selections for implementation in an organisation.

Application of the Unit

This unit applies to senior information and communications technology (ICT) staff who are required to implement system re design.

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. Develop process re-engineering strategies	1.1 Research and determine target process for re-engineering action 1.2 Develop process re-engineering plan 1.3 Determine and document strategic importance of process 1.4 Establish and document performance standards and benchmarks for new process 1.5 Seek feedback and suggestions from <i>client</i> on proposed process re-engineering
2. Implement process re-engineering strategies	2.1 Compare suggestions with process re-engineering plan to determine suitability for <i>business requirements</i> 2.2 Incorporate suggestions where appropriate 2.3 Implement new process into business structure and leave sufficient scope for changing capacity or upgrades
3. Monitor organisational context	3.1 Monitor new process to measure performance levels 3.2 Determine and document the benefits of the new process to the business 3.3 Identify and document training needs for staff 3.4 Analyse the cultural and political impact of the new process 3.5 Document the new process and disseminate information to <i>appropriate person</i>

Required Skills and Knowledge

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

Required skills

- analytical skills to evaluate cultural and political impact of the new process
- communication skills to:
 - liaise with the client
 - undertake market research and testing, using focus groups
- literacy skills to:
 - interpret business requirements
 - write technical documents and training needs document
- learning skills to provide instruction to staff
- planning and organisational skills to develop the process re-engineering plan
- problem-solving skills to undertake risk analysis
- research skills to determine target process for re-engineering.

Required knowledge

- business case preparation
- copyright and intellectual property
- impact of the new process on the organisation
- organisational strategy
- procedures relating to consulting internally and externally.

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"> • implement re-engineering process that supports organisational objectives, taking into account the complex interdependencies between organisational and external components.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • process re-engineering plan • analysis software • ebusiness models • modelling software • organisational strategy • organisational structure and culture • personal computer • stakeholder analysis. <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
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 process re-engineering • review of candidate's implementation plan.
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</p>

	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 maybe 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>Client</i> may include:	<ul style="list-style-type: none"> • employees • external organisations • individuals • internal departments.
<i>Business requirements</i> may relate to:	<ul style="list-style-type: none"> • application • business • network • people in the organisation • system.
<i>Appropriate person</i> may include:	<ul style="list-style-type: none"> • authorised business representative • client • supervisor.

Unit Sector(s)

General ICT