# ICAICT509A Gather data to identify business requirements

**Release: 1**

## ICAICT509A Gather data to identify business requirements

## Modification History

| Release | Comments |
|---------|----------|
| Release 1 | This Unit first released with *ICA11 Information and Communications Technology Training Package version 1.0* |

## Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to identify, analyse and document business requirements.

## Application of the Unit

This unit applies to systems analyst developers and project team leaders and managers responsible for gathering data to identify business requirements.

## 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 |
|---|---|
| *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.* |

## Elements and Performance Criteria

| 1. Identify key information sources | 1.1 Identify information repositories across the business |
|---|---|
| | 1.2 Review current *organisational documentation* |
| | 1.3 Develop critical questions to elicit information from key stakeholders using a mixture of open and closed questions |
| 2. Gather data | 2.1 Use a wide range of *information-gathering techniques* |
| | 2.2 Review reports and other data sources for business information |
| | 2.3 Confirm *business-critical factors* relating to current and future directions of the organisation with *stakeholders* |
| 3. Prepare data analysis for review | 3.1 Analyse group and individual responses to clearly define business priorities |
| | 3.2 *Document* data analysis for review according to organisational standards |

# Required Skills and Knowledge

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

## Required skills

- analytical skills to identify business requirements
- communication skills to transfer and collect information and gain consensus on concepts
- literacy skills to document and communicate analysis findings
- planning and organisational skills to gather data within a set timeframe
- problem-solving skills to develop strategic initiatives
- research skills to specify, analyse and evaluate broad features of a particular business domain and best practice in system development.

## Required knowledge

- overview knowledge of:
  - client business domain, so that the business need is understood by project team and client
  - current industry-accepted hardware and software products, general features and capabilities
  - role of stakeholders and the degree of stakeholder involvement
  - quality assurance practices (e.g. when planning the requirements phase)
- detailed knowledge of system's current hardware, software and communication functionality.

# 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 ability to: <br>• document business requirements based on business strategy and current and future directions <br>• facilitate client stakeholders to reach a consensus position. |
| **Context of and specific resources for assessment** | Assessment must ensure access to: <br>• project brief <br>• business documentation <br>• appropriate learning and assessment support when required. <br><br>Where applicable, physical resources should include equipment modified for people with special needs. |
| **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: <br>• verbal or written questioning to assess candidate's knowledge of data-gathering techniques <br>• direct observation of candidate conducting interviews and focus groups <br>• evolution of system-requirement specifications based on data gathered <br>• evaluation of software prototype based on data gathered <br>• evaluation of unified modelling language (UML) diagrams to represent the analysis of the data gathered. |
| **Guidance information for assessment** | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. <br><br>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. <br><br>Indigenous people and other people from a non-English speaking background may need additional support. <br><br>In cases where practical assessment is used it should be |

| | combined with targeted questioning to assess required knowledge. |
|---|---|

# 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.*

| | |
|---|---|
| ***Organisational documentation*** may include: | <ul><li>annual reports</li><li>brochures</li><li>business forms</li><li>current systems</li><li>facilitated group sessions or discussion groups</li><li>financial statements</li><li>performance reports</li><li>policy documents</li><li>website.</li></ul> |
| ***Information-gathering techniques*** may include: | <ul><li>interviews</li><li>observation</li><li>questionnaires</li><li>surveys.</li></ul> |
| ***Business-critical factors*** may include: | <ul><li>customer confidence</li><li>customer demographics</li><li>data knowledge and management</li><li>expectations</li><li>response times</li><li>scalability</li><li>security</li><li>traffic.</li></ul> |
| ***Stakeholders*** may include: | <ul><li>development team</li><li>project team</li><li>sponsor</li><li>user.</li></ul> |
| ***Document*** may include: | <ul><li>business requirement specifications</li><li>textual documentation, such as system-requirement specifications</li><li>case diagrams</li><li>wireframes.</li></ul> |

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# Unit Sector(s)

General ICT

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