



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT511A Match IT needs with the strategic direction of the enterprise

Release: 1

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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 ensure information technology (IT) services meet current and future internal operational enterprise requirements.

Application of the Unit

This unit applies to system administrators who maintain and support critical infrastructure for commercial and business objectives in small to medium-sized organisations.

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. Evaluate current business strategy	<p>1.1 Analyse the current strategic plan of the organisation to understand the industry environment and current organisational goals</p> <p>1.2 Compare information related to current operational practices and the strategic plan to determine possible IT gaps and improvement opportunities</p> <p>1.3 Report information regarding the effect of IT developments to an <i>appropriate person</i></p>
2. Evaluate effect of changes	<p>2.1 Review information on current IT systems supported by the organisation</p> <p>2.2 Compare and document advantages and disadvantages of current and proposed IT systems</p> <p>2.3 Determine the objectives and implications of introducing changes</p> <p>2.4 Document findings and forward to appropriate person for feedback</p>
3. Develop action plans	<p>3.1 Develop plans to implement proposed changes, according to <i>organisational policy and procedures</i></p> <p>3.2 Document action plans, ensuring that standards, targets and implementation methods are detailed</p> <p>3.3 Forward documentation to appropriate person for feedback and approval</p>

Required Skills and Knowledge

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

Required skills

- analytical skills to:
 - compare advantages and disadvantages of current and proposed IT systems
 - evaluate effect of IT changes
 - determine possible IT client support gaps
 - review objectives and performance measures
- communication skills to:
 - negotiate with other team members during the planning process
 - report effect of IT development to appropriate person
- literacy skills to:
 - document recommendations and develop action plans
 - organise and present information according to business report writing requirements
- planning and time-management skills to:
 - plan client-support service delivery within quality, time and cost parameters
 - manage client-support services
- research skills to:
 - identify business objectives and future requirements
 - source basic information from readily available sources.

Required knowledge

- analysis and planning approaches to technical problems or management requirements, taking into account the hardware platform used by the organisation, and network and security guidelines
- current system functionality to forecast for planning
- operating systems supported by the organisation to forecast for planning
- possible competing and complementary internal and external operating environments
- technology and product directions for evaluating and forecasting vendor and technology trends.

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"> • access and analyse relevant information on changes to technology and resources • analyse strategic plans to determine future technology needs • monitor resource use and cost-efficiency, and effectiveness of technology • develop and document action plan detailing standards, targets and implementation methods.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • site where IT needs and strategic directions of the enterprise may be coordinated • detailed information relating to business strategic plan • outcomes of the business-analysis process • budget constraints • timeframe for the strategic plan • business risks and objectives • information on a range of IT business solutions • appropriate learning and assessment support when required. <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 analysis and planning methodologies in an IT environment • review of documentation prepared by candidate detailing findings of evaluation of proposed IT systems • review of action plan prepared by candidate, detailing standards, targets and implementation methods.
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 knowledge.</p>
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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.

<i>Appropriate person</i> may include:	<ul style="list-style-type: none"> • authorised business representative • client • supervisor.
<i>Organisational policy and procedures</i> may include:	<ul style="list-style-type: none"> • operational • financial • legal • human relations • internal and external operating environments.

Unit Sector(s)

General ICT