



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT601A Develop IT strategic and action plans

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 create strategic and action plans in alignment with organisational IT goals and strategies.

Application of the Unit

This unit applies to senior information and communications technology (ICT) staff who are required to develop strategies for organisations, as well as action plans for their implementation.

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 and communicate mission and vision statement	<p>1.1 Develop a mission statement for the organisation that states the purpose, values and business activities</p> <p>1.2 Develop a vision statement for the organisation that describes its future operation and success</p> <p>1.3 Develop the mission and vision statements in active consultation with team members and management</p> <p>1.4 Document mission and vision statements</p> <p>1.5 Communicate mission and vision statement to <i>stakeholders</i> and other authorities in the organisation</p>
2. Examine organisational environment	<p>2.1 Assess the current internal situation of the organisation, taking into account its strengths and weaknesses</p> <p>2.2 Assess the external environment of the organisation, taking into account opportunities and threats</p> <p>2.3 Determine trends and developments impacting on the strategic direction of organisation</p> <p>2.4 Determine critical issues facing the organisation</p> <p>2.5 Document strengths, weaknesses, opportunities, threats and critical issues facing the organisation in the <i>strategic plan</i></p>
3. Set objectives and targets	<p>3.1 Use critical issues to develop objectives and targets for the organisation after active consultation with team members and management</p> <p>3.2 Develop strategies that meet organisational objectives and reflect overall organisational mission and values</p> <p>3.3 Ensure strategies are obtainable, realistic and able to meet basic mission critical parameters</p> <p>3.4 Determine constraints associated with the strategies and objectives developed</p> <p>3.5 Include strategies, objectives and constraints in strategic plan <i>documentation</i></p>
4. Develop action plans	<p>4.1 Develop <i>action plans</i> for the strategies and objectives in consultation with team members and management</p> <p>4.2 Check that action plans have clear, comprehensive and concise details</p> <p>4.3 Check that action plans are adhered to</p> <p>4.4 Include action plans in strategic plan documentation</p>
5. Review and	<p>5.1 Review strategic plan with stakeholders and management</p>

implement strategic plan	5.2 Incorporate changes and improvements as recommended 5.3 Implement action plans as set out in the strategic plan 5.4 Review and evaluate success of strategic plan after action plans have been implemented
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Required Skills and Knowledge

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

Required skills

- analytical skills to assess:
 - opportunities and threats to the organisation
 - strengths and weaknesses of the organisation
- communication skills to:
 - facilitate groups to collect information and gain consensus when developing mission statements, strategies, objectives and targets
 - liaise with development team, sponsors and users
- literacy skills to:
 - develop action plans
 - document strategies, objectives and constraints
- planning and time-management skills to develop and implement strategic plan
- problem-solving skills to address and analyse specific customer requirements
- research skills to:
 - identify critical issues facing the organisation
 - identify trends and developments
- technical skills to:
 - develop objectives and targets for the organisation
 - use forecasting techniques for planning purposes, particularly for evaluating internal and external operating environments related to current and future IT requirements.

Required knowledge

- analysis and planning approaches to technical problems and management requirements, relating to:
 - network and IT security guidelines of the organisation
 - organisational values and purpose:
 - developing action plans
 - monitoring strategic directions
 - setting objectives and targets
 - hardware platform used by the organisation
- broad knowledge of technology and product directions for evaluating and forecasting vendor and technology trends
- methods for evaluating:
 - current system functionality to forecast for planning, particularly with regard to IT trends and developments
 - internal and external operating environments to forecast for planning
 - operating systems supported by the organisation to forecast for planning.

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"> • develop mission and vision statements in consultation with team members and management • evaluate and document strengths, weaknesses, opportunities, threats and critical issues facing the organisation • develop strategic directions and action plans determined by the strategic alignment of IT directions with organisational goals • review strategic plan and incorporate changes and improvements • implement action plans • evaluate strategic plans following implementation.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • detailed information relating to business strategic plan • budget and time constraints • business objectives • business risks • information on a range of IT business solutions • outcomes of the business-analysis process • appropriate learning and assessment support when required • modified equipment for people with special needs.
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"> • direct observation of candidate undertaking strategic planning tasks • review of data gathered, reports and project plans prepared for developing the action and strategic plans • verbal or written questioning to assess knowledge of planning approaches to technical problems.
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>Stakeholders</i> may include:	<ul style="list-style-type: none"> • development team • project team • sponsors • users.
<i>Strategic plan</i> may relate to:	<ul style="list-style-type: none"> • components from separate disciplines: <ul style="list-style-type: none"> • human resources • IT • organisational strategic plan • stand-alone document.
<i>Documentation</i> may follow:	<ul style="list-style-type: none"> • audit trails • International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and Australian Standards (AS) standards • naming standards • project management templates • report writing principles • version control.
<i>Action plans</i> may relate to:	<ul style="list-style-type: none"> • operational aspects • financial aspects • human relations • internal and external operating environments • legal aspects • risks.

Unit Sector(s)

General ICT