



Australian Government

Department of Education, Employment and Workplace Relations

ICAPRG517A Install, test and evaluate pilot version of IT system

Release: 1

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Modification History

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

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to install a pilot version of a developed IT system, test it and evaluate it among a subset of clients to gauge reaction and gather feedback.

Application of the Unit

This unit applies to senior staff in a development area who are required to test a new system among a small group of users, analysing their responses and comments.

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. Prepare for pilot system	<p>1.1 Establish and confirm objectives, success criteria and <i>acceptance criteria</i> for pilot implementation</p> <p>1.2 Identify and secure technical and <i>organisational resources</i> required for pilot implementation</p> <p>1.3 Establish and confirm executive support for pilot</p> <p>1.4 Complete <i>project plan</i> for pilot and refer project documentation to <i>appropriate person</i> for approval</p>
2. Install pilot system	<p>2.1 Install and configure pilot according to project plan</p> <p>2.2 Verify and record technical readiness of pilot</p> <p>2.3 Take necessary actions to determine accuracy of data</p> <p>2.4 Prepare a status report and submit to appropriate person for sign-off</p>
3. Test pilot system	<p>3.1 Work with stakeholders to identify and release appropriate pilot group</p> <p>3.2 Brief members of pilot team on objectives of test</p> <p>3.3 Train pilot-team members in new system</p> <p>3.4 Run test</p>
4. Evaluate results and feedback of pilot	<p>4.1 Assess computerised results of pilot test</p> <p>4.2 Interview pilot group members to obtain feedback</p> <p>4.3 Document feedback and results</p> <p>4.4 Evaluate according to success and acceptance criteria previously established</p> <p>4.5 Report final recommendations from pilot with regard to a complete installation of the piloted system to appropriate person</p>

Required Skills and Knowledge

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

Required skills

- analytical skills to analyse results of pilot
- communication skills to:
 - facilitate training and user participants, including exposure to joint application development (JAD) process
 - liaise with clients
- literacy skills to prepare status reports and final recommendation
- planning and organisational skills to manage scope, time, cost, quality, communications and risk management
- problem-solving skills to participate in the development of strategic initiatives
- technical skills to install pilot system.

Required knowledge

- role of stakeholders and the degree of stakeholder involvement in the developed system
- system's current functionality
- three or more current industry information-gathering methodologies
- client business domain with regard to the developed system
- current industry system development and design methodologies
- current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge of installing pilot systems
- current industry-accepted system piloting methodologies, including general features and capabilities
- overall project objectives and client requirements when preparing for pilot
- quality assurance practices with regard to installing, testing and evaluating developed system.

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"> • plan the pilot of a new system • define objectives, success criteria and acceptance criteria • run the piloting of a new system • obtain feedback from pilot group members • evaluate the pilot • make recommendations about the full installation.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • pilot system • acceptance criteria • people to be involved in the pilot • pilot plan • project plan • technical materials • 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"> • evaluation of pilot project documentation prepared by candidate • review of candidate's documented recommendation • verbal or written questioning to assess candidate's knowledge of acceptance testing • direct observation of candidate: <ul style="list-style-type: none"> • briefing pilot members on the piloted system • obtaining feedback from pilot members after the test.
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</p>

	<p>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>Acceptance criteria</i> may include:	<ul style="list-style-type: none"> • cost implications • logistical considerations • technical • timeframe.
<i>Organisational resources</i> will vary subject to nature of pilot and may include:	<ul style="list-style-type: none"> • financial resources secured to fund the pilot • staffing resources expected from user community, technical operations, technical support, technical development, supplier, project manager and executive sponsor • personnel with an understanding of corporate governance, such as legal, audit and data security specialists • representative experts from business areas, such as functional managers or operational staff • representative users • systems developers and IT technicians.
<i>Project plan</i> may include a number of variables, including:	<ul style="list-style-type: none"> • parties and their responsibilities • project budget • project objectives • project scope • schedule.
<i>Appropriate person</i> may include:	<ul style="list-style-type: none"> • authorised business representative • client • supervisor.

Unit Sector(s)

Programming and software development