Australian Government

Department of Education, Employment and Workplace Relations

ICASAS601A Implement change-management processes

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

ICASAS601A Implement change-management processes

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 apply techniques that facilitate the planning, implementation and monitoring of information technology change.

Application of the Unit

This unit applies to senior information and communications technology (ICT) staff in a range of areas who are required to manage change in ICT systems.

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.

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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.*

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Elements and Performance Criteria

1. Plan IT system changes	1.1 Research and develop *change procedures* and conventions
	1.2 Develop IT change-management plan
	1.3 Identify key personnel responsible for change-management policy and procedures
	1.4 Train staff and management in change-management procedures and policies
	1.5 Evaluate current IT *system* to determine changing *user* or business patterns
	1.6 Identify key personnel responsible for authorising and implementing change-management plan
2. Identify technology system change needs	2.1 Determine current IT *benchmarks*
	2.2 Compare identified needs against performance benchmarks to identify possible changes
	2.3 Assess proposed changes to determine impact
	2.4 Notify key personnel of necessary change
3. Implement change	3.1 Plan change schedule
	3.2 Prioritise changes and allocate resources
	3.3 Implement change-management plan and procedures
	3.4 Involve *stakeholders* in the implementation process
	3.5 Capture new performance benchmarks to measure changes
	3.6 Ensure appropriate *liaison methods* are used
	3.7 Identify training *requirements*
	3.8 Notify stakeholders of change
4. Monitor and review implementation	4.1 Measure change performance against new benchmarks
	4.2 Submit performance results to stakeholders
	4.3 Obtain sign-off on changes
	4.4 Provide appropriate documentation and reporting

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Required Skills and Knowledge

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

Required skills

- analytical skills to gather and analyse data regarding the priorities and effects of specific changes
- communication skills to liaise with stakeholders and team members
- literacy skills to write technical reports
- planning and organisational skills to prioritise tasks and contingency arrangements
- technical skills to:
    - administer local and remote change procedures
    - ensure previous system is backed up for a cancelled system change
    - monitor system security during change and prevent system threats.

Required knowledge

- change-management principles
- functions and features of current information technology systems
- internet, and internet working architecture
- principles and structure of performance benchmarking
- server access security procedures and general security issues relating to a particular operating 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	Evidence of the ability to: • identify elements that require changing • plan, implement, monitor and review change and apply guidelines and policies to the change-management process • maintain appropriate version control • maintain compliance with existing accessibility and other policies.
Context of and specific resources for assessment	Assessment must ensure access to: • international standards • operational data from an organisation • needs analysis data • organisational planning guidelines • version control guidelines • appropriate learning and assessment support when required • modified equipment 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:
	• verbal or written questioning to assess candidate's knowledge of:
	   • performance benchmarking
	   • change-management principles
	   • information technology systems
	   • internet and internetworking architecture
	   • server access security procedures and general security issues relating to a particular operating system
	• review of candidate's completed documentation of the change process.

Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. 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.
	Indigenous people and other people from a non-English speaking background may need additional support.
	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.

Change procedures may relate to:	• document
	• formal procedures that must be adhered to:
	   • check points and sign-offs with documented procedures and templates
	   • communication with stakeholders
	   • dispute resolution
	   • implementation of financial control mechanisms
	   • modification procedures
	   • processes for determining size and cost
	• incremental
	• process-based
	• result of an impact on quality, cost or OHS
	• socially-based
	• verbal.

System may include:	• application programs • networks • operating systems • websites.
User may include:	• department within the organisation • person within a department • third party.
Benchmarks may include:	• cost savings • performance • quality • technical.
Stakeholders may include:	• community groups • corporate body • end user • government body • internal or external client.
Liaison methods may include:	• customer relationship management (CRM) technologies • email • group information sessions

	• management reviews • needs analysis surveys • newsletters • planning workshops • telephone calls • web information portals • written reports.
Requirements may relate to:	• application • business • network • people in the organisation • system.

Unit Sector(s)

Systems administration and support