



Australian Government

ICTAUT401 Design business process automation solutions

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Newly created unit of competency to address in-demand skills needs.

Application

This unit describes the skills and knowledge required to design scalable, business process automation (BPA) solutions to enhance organisational efficiency. It includes designing and recommending workflow automation solutions to create, improve, and integrate business processes across multiple departments.

The unit applies to individuals working in information and communications technology (ICT) roles who contribute to design activities required for automating processes across a range of workplace departments.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Automation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to design BPA solutions	1.1 Confirm work brief and tasks according to organisational policies and procedures 1.2 Identify opportunities where processes and organisational areas can be automated, in consultation with required personnel 1.3 Evaluate existing organisational workflows and determine suitability for BPA according to work brief 1.4 Research BPA advantages and disadvantages

ELEMENT	PERFORMANCE CRITERIA
	1.5 Select organisational process-mapping software according to work brief 1.6 Create process map of tasks and events according to work brief
2. Plan and prepare BPA components	2.1 Review business objectives for workflow automation in consultation with required personnel 2.2 Confirm business expectations for workflow automation in consultation with required personnel 2.3 Document workflow automation plan according to work brief 2.4 Develop timeline according to work brief 2.5 Confirm that timeline aligns with business priorities, resource availability, and process map
3. Research and develop BPA strategies	3.1 Research automated workflow system configuration procedures and automation impacts on key personnel 3.2 Identify integration points for workflow automation systems and legacy systems 3.3 Research BPA configuration tools for workflow automation according to organisational policies and procedures 3.4 Select workflow automation systems according to findings 3.5 Report on selected workflow automation system according to organisational policies and procedures 3.6 Confirm that BPA stages, strategies, systems and organisational impacts are documented in required format
4. Make BPA recommendations	4.1 Compile required documentation to guide BPA recommendations 4.2 Confirm that BPA recommendations include sound rationale on how the solution will create, improve, and integrate business processes 4.3 Present recommended BPA solution and seek feedback from required personnel 4.4 Review and implement feedback from required personnel 4.5 Gain final approval from required personnel 4.6 Develop implementation guide for recommended BPA solution and finalise required documentation 4.7 Submit required documentation

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Oral communication	<ul style="list-style-type: none"> • Uses developed listening, observational and questioning skills to understand stakeholder perspectives and clarify requirements
Reading	<ul style="list-style-type: none"> • Interprets documentation, guidelines and specifications to determine and confirm requirements
Writing	<ul style="list-style-type: none"> • Prepares workplace documentation in correct format according to organisational requirements
Problem solving	<ul style="list-style-type: none"> • Initiates standard procedures when responding to problems in the immediate context
Technology	<ul style="list-style-type: none"> • Considers the strategic and operational potential of current and emerging digital trends • Implements measures to monitor and control access to digitally stored and transmitted information

Unit Mapping Information

No equivalent unit. Newly created unit.

Links

Companion Volume Implementation Guide is found on VETNet - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>