



Australian Government

ICTDBS501 Monitor and improve knowledge management system

Release: 1

ICTDBS501 Monitor and improve knowledge management system

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to monitor and improve a knowledge management system.

It applies to individuals who are knowledge engineers required to support and maintain an existing knowledge management system.

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

Unit Sector

Database

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. Investigate the knowledge management system	1.1 Review the structure of the existing knowledge management system, and develop an understanding of its operation 1.2 Interview the client and staff to determine information requirements 1.3 Identify frequently requested information 1.4 Create a structure for organising that information 1.5 Document the structure and forward to the appropriate person for approval
2. Create a knowledge	2.1 Retrieve the identified information

ELEMENT	PERFORMANCE CRITERIA
management system	2.2 Organise information to follow the approved structure 2.3 Document the information structure
3. Distribute and monitor knowledge management system documentation	3.1 Distribute knowledge management system documentation to the client and staff 3.2 Gather feedback from the client and staff, and incorporate into improving systems and processes 3.3 Monitor the use of the knowledge management system to determine its effectiveness 3.4 Make changes to the knowledge management system 3.5 Make knowledge management system documentation available 3.6 Implement and monitor process improvements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 2.1, 3.2, 3.6	<ul style="list-style-type: none"> Recognises and interprets textual information to determine client information requirements
Writing	1.4, 1.5, 2.2, 2.3	<ul style="list-style-type: none"> Records key information resulting from data gathering, issues and prepares documentation using basic punctuation, correct spelling, clear and instructional language
Oral Communication	1.2, 1.5, 3.1, 3.2, 3.6	<ul style="list-style-type: none"> Obtains information by listening and questioning, and participates in a verbal exchange using detailed and clear language to articulate and confirm requirements
Interact with others	3.1, 3.2	<ul style="list-style-type: none"> Participates in complex formal and informal conversations relevant to own role, initiating and taking the lead where appropriate in the context of gathering information and feedback from the client and staff
Get the work done	All	<ul style="list-style-type: none"> Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others, taking into account capabilities,

		<p>efficiencies and effectiveness</p> <ul style="list-style-type: none"> • Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information, and identifying and evaluating options against the agreed criteria • Understands key principles and concepts underpinning the design and operation of digital systems and tools
--	--	---

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTDBS501 Monitor and improve knowledge management system	ICADBS501A Monitor and improve knowledge management system	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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