



Australian Government

ICTDBS505 Monitor and improve knowledge management systems

Release: 1

ICTDBS505 Monitor and improve knowledge management systems

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with ICT Information and Communications Technology Training Package Version 6.0. |

Application

This unit describes the skills and knowledge required to create improvements to knowledge management systems, as well as distribute and monitor them.

It applies to those who are employed as database or systems administrators and are required to support and maintain existing knowledge management systems.

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. Prepare to improve knowledge management system | 1.1 Identify and document structure and operation of existing organisational knowledge management system 1.2 Determine organisational knowledge management system information requirements 1.3 Determine and document required information structure |
| 2. Create knowledge management system improvements | 2.1 Collate all required information from information repositories on the knowledge management system 2.2 Organise information according to organisational requirements 2.3 Determine and document information structure improvement plan according to organisational requirements |
| 3. Distribute and monitor | 3.1 Distribute knowledge management system documentation to |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| knowledge management system documentation | <p>required personnel</p> <p>3.2 Seek and respond to feedback from required personnel</p> <p>3.3 Analyse use of knowledge management system and determine its effectiveness against organisational requirements</p> <p>3.4 Implement required process improvements and confirm organisational requirements are met</p> <p>3.5 Obtain final task sign off from required personnel</p> |

Foundation Skills

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

| SKILL | DESCRIPTION |
|-------------------------|---|
| Oral communication | <ul style="list-style-type: none"> Uses listening and questioning techniques to articulate information and requirements using detailed language |
| Reading | <ul style="list-style-type: none"> Recognises and interprets textual information to determine client information requirements |
| Writing | <ul style="list-style-type: none"> Prepares documentation detailing gathered information and proposed improvements using instructional language |
| Teamwork | <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 |
| Planning and organising | <ul style="list-style-type: none"> Takes responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others |
| Problem solving | <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 |
| Technology | <ul style="list-style-type: none"> Identifies key principles and concepts underpinning the design and operation of digital systems and tools |

Unit Mapping Information

Supersedes and is equivalent to ICTDBS501 Monitor and improve knowledge management system.

Links

Companion Volume Implementation Guide is found on VETNet -

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