



**Australian Government**

# **ICTDBS602 Develop a knowledge management strategy**

**Release: 1**

## ICTDBS602 Develop a knowledge management strategy

### 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 develop a knowledge management strategy for an organisation. It includes analysing existing systems, determining requirements, and developing a strategy to meet those requirements.

It applies to individuals who may be managing a knowledge management team, or who are working in a senior role with line management responsibility.

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. Analyse existing knowledge management arrangements | 1.1 Identify existing arrangements for the capture and use of knowledge, and information, from both internal and external sources<br>1.2 Distinguish between arrangements for managing knowledge and information management<br>1.3 Analyse the importance of knowledge management concepts in the identified organisation<br>1.4 Evaluate the effectiveness of existing procedures and systems in meeting the needs of clients, organisational aims, objectives, and standards<br>1.5 Identify the improvements in the organisation's strategic use |

| ELEMENT                                    | PERFORMANCE CRITERIA  |
|--|---|
|  | of knowledge, and prepare a cost-benefit analysis   |
| 2. Evaluate knowledge management options   | <p>2.1 Investigate the methods for capturing and using knowledge held by people within a business, and identify and evaluate barriers to their use</p> <p>2.2 Evaluate knowledge management software and make recommendations regarding its usefulness, and likely benefit, to the organisation</p> <p>2.3 Investigate incentives and reward systems to support knowledge management for their relevance to a business</p> <p>2.4 Determine non-technical business requirements for maintaining and accessing an integrated knowledge database, according to organisational requirements</p>  |
| 3. Develop a knowledge-management strategy | <p>3.1 Develop a knowledge management strategy in consultation with staff for the capture and strategic use of organisational knowledge</p> <p>3.2 Design business processes to support knowledge management, according to the organisation's knowledge management strategy, and budget</p> <p>3.3 Plan an executive support system as part of the knowledge management strategy, to improve managerial decision-making according to organisational requirements</p> <p>3.4 Cost the technology requirements for the implementation of the strategy, and include this costing in knowledge management budgeting</p> <p>3.5 Design, or redesign, processes for a periodic review of knowledge management within the business in order to ensure ongoing efficiency and effectiveness</p> <p>3.6 Ensure that the knowledge management strategy meets the organisational requirements identified in its overall business plan, and knowledge management strategy</p> |

## 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            | 1.1-1.5, 2.1-2.4, 3.1, 3.2       | <ul style="list-style-type: none"> <li>Interprets textual information obtained from a range of sources, and determines how this content may be applied to requirements</li> </ul>   |
| Writing            | 1.5, 2.2, 3.1                    | <ul style="list-style-type: none"> <li>Develops content in a manner that supports the purposes and format of the requirements using appropriate structure, layout and specialised technical language</li> </ul>   |
| Oral Communication | 1.1, 1.3, 1.4, 2.1-2.4, 3.1, 3.4 | <ul style="list-style-type: none"> <li>Uses listening, questioning and summarising techniques to identify needs, and uses specific and clear language when engaging with others</li> </ul>  |
| Numeracy           | 1.5, 3.4                         | <ul style="list-style-type: none"> <li>Uses mathematical formulas and calculations to perform a cost-benefit analysis</li> </ul>  |
| Get the work done  | All                              | <ul style="list-style-type: none"> <li>Uses a mix of intuitive and formal processes to identify key information and issues, evaluate alternative strategies, anticipate consequences, and consider implementation issues and contingencies</li> <li>Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria</li> <li>Uses analytical processes to decide on a course of action, establishing criteria for deciding between options, and seeking input and advice from others before taking action</li> <li>Experiments with the possibilities of new systems, devices, and applications before conducting a more sophisticated analysis of benefits, costs and risks</li> </ul> |

## Unit Mapping Information

| Code and title<br>current version                 | Code and title<br>previous version                 | Comments   | Equivalence status |
|---|--|--|--------------------|
| ICTDBS602 Develop a knowledge management strategy | ICADBS602A Develop a knowledge management strategy | <p>Updated to meet Standards for Training Packages.</p> <p>Minor edits to clarify intent of the performance criteria</p> | 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>