ICTICT401 Determine and confirm client business requirements

Release: 1

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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 determine client business system requirements and verify the accuracy of the information gathered.

It applies to information and communications technology (ICT) personnel who are required to analyse client expectations and needs, and recommend business system changes.

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

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Determine context of business need or problem	1.1 Establish the business problem to be investigated, including determining system boundaries, scope and the development methodology to be used 1.2 Choose information gathering method and develop questions appropriate to business problem 1.3 Develop objectives and identify expected outcomes to be achieved 1.4 Document the business problem 1.5 Submit documentation to appropriate person for substantiation
2. Gather information	2.1 Use chosen information gathering method to identify clients

ELEMENT	PERFORMANCE CRITERIA
	of the system and problems they encounter
	2.2 Record client responses
	2.3 Analyse gathered information to identify new system requirements and establish problem specifications
	2.4 Document system requirements and problems
	2.5 Analyse physical requirements and identify changes required to implement new systems
3. Confirm system specifications	3.1 Check documentation to ensure it meets client business needs
	3.2 Submit documentation to the client for verification of accuracy and approval
	3.3 Make changes to the documentation as necessary and indicated by the client
	3.4 Submit documentation to client for final approval or sign-off

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, 2.3, 2.5, 3.1	• Identifies, analyses and evaluates information from a variety of sources containing complex systems related terminology to determine system performance requirements and establish solutions
Writing	1.2-1.4, 2.2, 2.4, 3.3	• Uses the correct spelling and grammar, plain English and, when necessary, systems related text and terminology to develop information gathering tools and document recommendations
Oral Communication	1.1, 2.1, 2.5, 3.2, 3.4	• Uses plain English, effective listening and questioning techniques and, where necessary, systems related terminology to elicit information • Uses plain English and relevant terminology to liaise with clients, present information and obtain feedback
Get the work	1.1-1.3, 2.1,	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and

done	2.3, 2.5	combining elements so work is undertaken methodically
		• Recognises and takes responsibility for addressing predictable and some less predictable problems in familiar work contexts
		• Understands the purposes, specific functions and key features of common digital systems and tools to provide current advice on systems and data gathering products

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT401 Determine and confirm client business requirements	ICAICT401A Determine and confirm client business requirements	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2