



**Australian Government**

# **ICTICT511 Match ICT needs with the strategic direction of the enterprise**

**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 ensure information and communications technology (ICT) services meet current and future internal operational enterprise requirements.

It applies to individuals whose responsibilities may include maintaining and supporting critical infrastructure for objectives in small-to-medium sized organisations.

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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Evaluate current business strategy	1.1 Analyse current strategic plan of the organisation to understand the industry environment and current organisational goals 1.2 Compare information related to current operational practices and the strategic plan to determine possible ICT gaps and improvement opportunities 1.3 Report information regarding the effect of ICT developments to an appropriate person
2. Evaluate effect of	2.1 Review information on current ICT systems supported by

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
changes	<p>the organisation</p> <p>2.2 Compare and document advantages and disadvantages of current and proposed ICT systems</p> <p>2.3 Determine the objectives and implications of introducing changes</p> <p>2.4 Document findings and forward to appropriate person for feedback</p>
3. Develop action plans	<p>3.1 Develop plans to implement proposed changes according to organisational policy and procedures</p> <p>3.2 Document action plans, ensuring that standards, targets and implementation methods are detailed</p> <p>3.3 Forward documentation to appropriate person for feedback and approval</p>

## Foundation Skills

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

<b>Skill</b>	<b>Performance Criteria</b>	<b>Description</b>
Reading	1.1, 1.2, 2.1, 2.2	<ul style="list-style-type: none"> <li>Reviews, analyses and evaluates complex online and hard copy documentation containing ICT specific terminology, diagrams and numerical information to determine ICT gaps and improvement opportunities</li> </ul>
Writing	1.3, 2.2, 2.4, 3.1, 3.2	<ul style="list-style-type: none"> <li>Uses plain English, together with vocabulary, grammatical structures, terminology, diagrams, numerical information, formatting and structure relevant to the job role and organisation</li> </ul>
Oral Communication	1.3, 2.3, 3.1	<ul style="list-style-type: none"> <li>Uses plain English, translating technical terminology when necessary, to communicate with a range of personnel and determine objectives, articulate ideas and requirements, and develop plans</li> <li>Elicits information using effective listening and questioning techniques</li> </ul>
Numeracy	1.1, 1.2, 2.2, 2.3, 3.1	<ul style="list-style-type: none"> <li>Interprets numerical data and applies mathematical calculations to assess the financial implications of introducing changes</li> </ul>

Navigate the world of work	1.1, 3.1	<ul style="list-style-type: none"> <li>• Takes full responsibility for following policies, procedures and legislative requirements, and identifies organisational implications of new legislation or regulation</li> <li>• Seeks to improve policies and procedures to better meet organisational goals</li> </ul>
Interact with others	1.3, 2.4, 3.3	<ul style="list-style-type: none"> <li>• Selects, implements and seeks to improve protocols governing communications to clients and co-workers in a range of work contexts</li> <li>• Collaborates with others sharing information to build strong work groups and avoid behaviours that are not conducive to a productive environment</li> </ul>
Get the work done	1.1-1.3, 2.2, 2.3, 3.1	<ul style="list-style-type: none"> <li>• Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness</li> <li>• Applies systematic and analytical decision making processes for complex and non-routine situations</li> <li>• Investigates new and innovative ideas as a means to continuously improve work practices and processes through consultation and formal and analytical thinking</li> <li>• Uses and investigates new digital technologies and applications to manage and manipulate data and communicate effectively with others in a secure and stable digital environment</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT511 Match ICT needs with the strategic direction of the enterprise	ICAICT511A Match IT needs with the strategic direction of the enterprise	<p>Updated to meet Standards for Training Packages.</p> <p>Minor edits to title and to clarify intent of performance criteria</p>	Equivalent unit

## **Links**

Companion Volume implementation guides are found in VETNet -

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