ICTICT802 Direct ICT services

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 direct the strategic planning, risk management, and security of emerging, and converging, information and communications technology (ICT) services, internal and external, of medium to large organisations.

It applies to individuals in senior management roles who lead the management of business process to support organisational strategic goals of 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
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Direct the strategic planning for ICT resources	1.1 Critically analyse the organisational environment 1.2 Ensure compliance with legislative and social requirements 1.3 Establish priorities, based on organisational needs 1.4 Establish the ICT infrastructure 1.5 Lead the development and implementation of a strategic plan for ICT resourcing
2. Lead the risk management of ICT resources and processes	2.1 Lead the development of a strategy for risk assessment 2.2 Ensure that the risk assessment complies with organisational policy

ELEMENT	PERFORMANCE CRITERIA
	2.3 Ensure that risk mitigation is based on identified risks
3. Direct the quality assurance processes for ICT services	3.1 Lead the development of a quality assurance strategic plan
	3.2 Monitor the quality processes
	3.3 Oversee the implementation of quality assurance strategies
	3.4 Ensure that continuous improvement is undertaken

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, 1.2, 1.3, 1.4, 1.5, 2.2, 3.2	• Identifies, analyses and evaluates complex information from a range of sources, to obtain the information relevant to ICT strategic planning • Interprets complex ideas, concepts and unfamiliar information
Writing	1.3, 1.4, 1.5, 2.1, 3.1	• Integrates information and ideas from a number of sources, utilising the appropriate modelling tools, specialised and cohesive language, and formal document structures, to meet the requirements of the audience and the task
Oral Communication	1.1-1.5, 2.1-2.3, 3.1-3.4	• Uses effective listening and probing, open questioning techniques to elicit the views and opinions of others, and to obtain information • Participates in a verbal exchange of ideas and solutions, and uses detailed and clear language to clarify and present information, according to the requirements and the audience • Articulates requirements and strategies clearly, using the appropriate pitch, tone, body language and reflective responses
Numeracy	1.1, 1.5, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3	• Uses a range of statistical, mathematical and financial calculations and functions, and relevant software tools, to interpret data relating to the development of the strategic plan, and to develop cost benefit analyses, and operational budgets

Navigate the world of work	1.2, 2.2	• Monitors adherence to legal and regulatory rights, and responsibilities, in order to direct strategic planning • Recognises that workplace protocols that must be respected, and maintained, during risk management
Get the work done	1.1, 1.3, 1.4, 1.5, 2.1, 2.3, 3.1	• Develops plans for complex, high-impact activities with strategic implications • May use formal decision-making processes as scaffolding for thinking, moving iteratively between phases as required • May use formal analytical and lateral thinking techniques for identifying issues, generating and evaluating possible solutions • Explores, and incubates, ideas that have the potential to lead to radical departures from the current situation • Demonstrates a sophisticated understanding of the principles, concepts, language and practices associated with the digital world, and uses these to troubleshoot, and understand, the uses of potential and new technology

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT802 Direct ICT services	ICAICT702A Direct ICT services	Updated to meet Standards for Training Packages. Recoded and minor changes to the Elements and Performance Criteria to meet AQF requirements	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