



**Australian Government**

**Assessment Requirements for ICTICT808  
Direct the development of a knowledge  
management strategy for a business**

**Release: 1**

# Assessment Requirements for ICTICT808 Direct the development of a knowledge management strategy for a business

## Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

## Performance Evidence

Evidence of the ability to:

- critically analyse and document, the effectiveness of existing knowledge management systems
- research the knowledge management options in the marketplace
- recommend an approach that meets the organisational needs
- develop a knowledge management strategy.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

## Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- summarise management concepts, processes and trends
- review and interpret relevant organisational policies, and legislation, that affect business operations
- research and summarise, both internal and external sources of information
- recognise the legal, ethical and security issues relating to knowledge management
- explain organisational change-management theory and methods
- discuss records management and database-management principles as they relate to knowledge management, particularly metadata.

## Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology industry (ICT), and include access to:

- a workplace of sufficient complexity, to enable the required level of analysis to be carried out in relation to:
  - current business processes
  - existing knowledge management systems
  - the organisational culture
- relevant enterprise strategic documentation, including:
  - strategic planning
  - financial
  - ICT infrastructure
- organisational objectives and policies.

Assessors must satisfy NVR/AQTF assessor requirements.

## **Links**

Companion Volume implementation guides are found in VETNet -

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