



**Australian Government**

# **Assessment Requirements for ICTICT818 Develop knowledge management strategies**

**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 7.0.

## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop at least one knowledge management business strategy for at least one organisation.

In the course of the above, the candidate must:

- summarise management concepts, processes and trends
- apply legal, ethical and security issues relating to knowledge management
- discuss records management and database management principles as they relate to knowledge management, particularly metadata.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- concepts, processes and trends for information and communications technology (ICT) organisational knowledge management
- advantages and disadvantages of knowledge management strategies
- differences between knowledge management and information management systems
- features of organisational knowledge management frameworks
- organisational policies, procedures, and legislation, that affect business operations
- functions and features of metadata
- legal, ethical and security issues relating to knowledge management
- organisational change-management theory and methods
- records management and database-management principles and how they relate to knowledge management, particularly metadata.

## Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes 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 of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## Links

Companion Volume Implementation Guide is found on VETNet -

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