Australian Government

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.

Application

This unit describes the skills and knowledge required to evaluate existing knowledge management processes, identify barriers to capturing knowledge and to develop new strategies.

It applies to individuals who work in senior management positions and lead the analysis, implementation and management of emerging, and converging, information and communications technology (ICT) as they are integrated into the business process to support the organisational strategic goals.

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. Evaluate existing knowledge management systems	1.1 Discuss existing knowledge management strategies with relevant personnel and identify advantages and disadvantages 1.2 Identify differences between knowledge management and information management systems within the organisation 1.3 Evaluate and confirm existing procedures and systems against organisational frameworks 1.4 Identify the need for improvements in the use of knowledge in the organisation
2. Evaluate knowledge management options	2.1 Investigate barriers to capturing knowledge within the organisation

ELEMENT	PERFORMANCE CRITERIA
	2.2 Review evaluations and recommendations of knowledge management software obtained from relevant personnel
	2.3 Propose software to be implemented within the organisation according to organisational requirements and procedures
	2.4 Review investigations into incentives and reward systems that support knowledge management
	2.5 Confirm required processes for maintaining integrated knowledge management systems are documented by the organisation
	2.6 Determine the viability of selected options and present ideas to relevant personnel in a business case
3. Improve existing knowledge management systems	3.1 Implement recommended software following consultation with relevant personnel
	3.2 Discuss and confirm how the improved strategy supports knowledge management and organisational needs and budget requirements with relevant personnel
	3.3 Discuss and confirm whether processes for periodic reviews of knowledge management metrics are in place with relevant personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	• Uses mathematical and financial calculations and functions and required software tools • Interprets and develops numerical and financial reports
Oral communication	• Uses listening and open questioning techniques, to elicit the views and opinions of others and to obtain information • Participates in a verbal exchange of ideas and solutions • Uses required grammatical structures, specialised language, required tone, pitch and body language, to achieve precise meaning when articulating requirements
Reading	• Identifies and reviews complex textual information, sourced from organisational documentation, electronic meeting places, communities of practice and ICT vendors
Writing	• Selects formal document structure, organisational style and format, and subject-specific language, grammar and terminology, to develop organisational documentation

SKILL	DESCRIPTION
Initiative and enterprise	• Takes responsibility for high-impact decisions in complex situations involving many variables and constraints
Problem solving	• Uses mixes of intuitive and formal processes to identify key information and issues, evaluate alternative strategies, anticipate consequences and deals with implementation issues, and contingencies • Evaluates principles, concepts and features of new perspectives and ideas to solve problems
Self-management	• Monitors adherence to organisational policies and procedures, and considers own role in terms of a contribution to the broader goals of the work environment
Technology	• Considers the strategic and operational potential of digital trends to achieve work goals, enhance work processes, create opportunities and reduce risks

Unit Mapping Information

Supersedes and is equivalent to ICTICT808 Direct the development of a knowledge management strategy for a business.

Links

Companion Volume Implementation Guide is found on VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2