ICTSAD510 Manage risks when implementing new technologies

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Supersedes and is equivalent to ICTSAD503 Minimise risk of new technologies to business solutions. Supersedes and is not equivalent to: • ICTGAM419 Build a database to support a computer game • ICTNWK515 Develop configuration management protocols. Updated title to better reflect unit scope.

Application

This unit describes the skills and knowledge required to develop contingency plans and manage risks associated with the implementation of technological solutions. It includes assessing technological risks in organisational contexts.

The unit applies to individuals who may work as technical support staff and may be responsible for demonstrating judgement to manage implementation risks using specialised information and communications technology (ICT) skills and knowledge.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems analysis and design

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. Determine implementation risks	1.1 Confirm work brief and tasks according to organisational policies and procedures 1.2 Research and select proposed technological solution according to organisational requirements

ELEMENT	PERFORMANCE CRITERIA
	1.3 Confirm technological solution scale and complexity
	1.4 Identify key risks associated with implementing new technological solution
2. Analyse implementation risks	2.1 Identify impact of implementation risks on organisational environment
	2.2 Determine and document proposed actions against identified risks
	2.3 Research and document risk mitigation strategies according to analysis findings
	2.4 Create contingency plan according to research and analysis findings
3. Finalise risk contingency plan	3.1 Identify and confirm required feedback channel is available
	3.2 Collect and organise feedback from feedback channel
	3.2 Identify and document risk testing schedule according to contingency plan
	3.3 Present risk contingency plan to required personnel according to organisational policies and procedures
	3.4 Implement contingency plan feedback and obtain required approval

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
Oral communication	• Uses a range of listening techniques to confirm understanding of requirements and answers questions using logical processes • Presents and seeks feedback for plans using clear language
Reading	• Critically analyses complex documentation from a variety of sources to identify risks of implementing new technologies
Writing	• Develops documents and plans logically, succinctly and accurately
Initiative and enterprise	• Identifies and responds to protocols in complex work contexts
Problem solving	• Applies systematic and analytical decision-making processes for complex and non-routine situations
Technology	• Actively identifies systems, devices and applications with

Skill	Description
	potential to meet current and/or future needs

Unit Mapping Information

Supersedes and is equivalent to ICTSAD503 Minimise risk of new technologies to business solutions.

Supersedes and is not equivalent to:

- ICTGAM419 Build a database to support a computer game
- ICTNWK515 Develop configuration management protocols.

Links

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