



Australian Government

ICTSAS601 Implement change management processes

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 apply techniques that facilitate the planning, implementation and monitoring of information and communications technology (ICT) change.

It applies to experienced individuals who provide specialised technical advice, guidance and leadership in a range of areas requiring change-management in ICT systems.

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

Unit Sector

Systems administration and support

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Plan ICT system changes | 1.1 Research and develop change procedures and conventions 1.2 Develop ICT change management plan 1.3 Identify key personnel responsible for change management policy and procedures 1.4 Train staff and management in change management procedures and policies 1.5 Evaluate current ICT system to determine changing user or business patterns 1.6 Identify key personnel responsible for authorising and implementing change management plan |
| 2. Identify technology system change needs | 2.1 Determine current ICT benchmarks 2.2 Compare identified needs against performance benchmarks to identify possible changes 2.3 Assess proposed changes to determine impact 2.4 Notify key personnel of necessary change |
| 3. Implement change | 3.1 Plan change schedule 3.2 Prioritise changes and allocate resources 3.3 Implement change management plan and procedures 3.4 Involve stakeholders in the implementation process 3.5 Capture new performance benchmarks to measure changes 3.6 Ensure appropriate liaison methods are used 3.7 Identify training requirements 3.8 Notify stakeholders of change |
| 4. Monitor and review implementation | 4.1 Measure change performance against new benchmarks 4.2 Submit performance results to stakeholders 4.3 Obtain sign-off on changes 4.4 Provide appropriate documentation and reporting |

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, 2.1, 2.2 | <ul style="list-style-type: none"> Interprets and analyses a range of textual information and numerical data from a range of technical sources to determine necessary actions |
| Writing | 1.1, 1.2, 2.4, 3.8, 4.2, 4.4 | <ul style="list-style-type: none"> Uses clear and accurate language and documentation formats appropriate to different audiences/purposes to convey technical and non-technical information |
| Oral Communication | 1.4, 2.4, 3.4, 3.8 | <ul style="list-style-type: none"> Uses inclusive and collaborative techniques to share, promote and convey information about new systems and changes to a range of personnel |
| Numeracy | 1.5, 2.2, 3.1, 3.5, 4.1, 4.4 | <ul style="list-style-type: none"> Uses mathematical equations to calculate and compare numerical data against benchmarks and to plan and organise schedules |
| Navigate the world of work | 3.3, 3.6, 4.3 | <ul style="list-style-type: none"> Takes a lead role in the development and facilitation of change management in an ICT environment |
| Interact with others | 1.4, 2.4, 3.4, 3.6, 3.8, 4.2, 4.3 | <ul style="list-style-type: none"> Uses a variety of relevant communication tools and strategies in building and maintaining effective working relationships |
| Get the work done | 1.2, 1.3, 1.5, 1.6, 2.1-2.3, 3.1-3.3, 3.5, 3.7, 4.1, 4.4 | <ul style="list-style-type: none"> Plans strategic priorities and outcomes within a flexible, efficient and effective context in a diverse environment exposed to competing demands Addresses complex problems involving multiple variables, using formal analytical, lateral thinking techniques, experience and knowledge Uses digital technologies to manage business operations and actively investigates new technologies for strategic and operational purposes |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|-------------------------------|
| ICTSAS601 Implement change management processes | ICASAS601A Implement change management processes | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion volumes available from the IBSA website:

http://www.ibsa.org.au/companion_volumes -

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