



Australian Government

BSBSMB412A Introduce cloud computing into business operations

Release: 1

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Modification History

Release	Comments
Release 1	This unit of competency first released with <i>BSB07 Business Services Training Package v9.0</i> .

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to understand the fundamentals of internet computing and cloud services. It involves undertaking a basic review of business computing needs and identifying options for introducing cloud computing services into a small business or work area in an organisation.

Application of the Unit

This unit applies to individuals who use problem-solving skills and take responsibility for adopting and promoting approaches that will improve business operations.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

Elements and Performance Criteria

1. Review computing needs in the business	1.1 Review current <i>computing resources and use</i>, and document in a manner consistent with organisational requirements 1.2 Identify and discuss future <i>computing needs</i> and potential improvements to business operations with staff or team members 1.3 Collate information collected in the review and summarise business computing needs in line with organisational requirements
2. Investigate cloud computing services to meet business needs	2.1 Research the <i>fundamentals of cloud computing</i>, the <i>types of services</i> offered, and their costs 2.2 Seek assistance from specialist advisors as required, to determine relevant cloud computing services 2.3 Undertake basic <i>cost-benefit analysis</i> for introducing cloud computing 2.4 Identify potential <i>opportunities</i> and <i>risks</i> associated with introducing cloud computing to the organisation 2.5 Prepare a <i>business case</i> for implementing cloud computing services or other required changes, and seek approval where required
3. Develop a plan to introduce cloud computing	3.1 Prioritise the introduction of cloud computing, including short-term and longer-term goals 3.2 Prepare a budget that caters for short and long-term priorities, following organisational format and requirements 3.3 Independently or through the services of a specialist advisor, outline the steps and activities to be undertaken to introduce cloud computing into the business
4. Support the implementation of the plan	4.1 Communicate and promote the key features of the plan to others 4.2 Organise training and coaching to maximise cloud computing potential 4.3 Encourage and support individuals and work groups to become more efficient in using cloud computing

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to identify computing use and business needs
- communication skills to request information from diverse sources
- literacy skills to interpret technical information and business documents
- numeracy skills to:
 - analyse and compare data relating to cloud computing
 - prepare short and long-term budgets
- research skills to source and analyse information about cloud computing.
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Required knowledge

- fundamentals of cloud computing, including key terms and concepts
- sources of information about cloud computing for micro or small business, and options specific to the business
- organisational format and requirements for preparing a budget
- organisational protocols for using the services of specialist advisors.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • review and analyse business computing needs, including equipment and software, and business use • analyse research information about cloud computing • perform a cost-benefit analysis • make a business case to introduce cloud computing • prepare a plan and support others to implement cloud computing.
Context of and specific resources for assessment	Assessment must ensure: • access to relevant documentation • candidate's individual business need is used as the basis for assessment.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • portfolio of information relating to cloud computing needs and options for the business • oral or written questioning to assess: • knowledge of cloud computing options relevant to the candidate's business • cost-benefit analysis • business case and implementation plan.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBSMB404A Undertake small business planning • BSBSMB405B Monitor and manage small business operations • ICAWEB201A Use social media tools for collaboration and

	engagement.
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Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Review may include:	• determining business needs • identifying all tasks undertaken • identifying gaps in equipment and needs • listing all computer equipment • obtaining data on computer use • stocktake of software and licences.
Computing resources and use may include:	• hardware • peripherals • software and licences • usage: • client relationship management (CRM) system • data storage and archiving • e-commerce • email communication • file management • remote access to data and services for mobile workers.
Computing needs may include:	• accessing software • CRM system • data storage and archiving • e-commerce • email communication • file management • remote access to data and services for mobile workers.
Fundamentals of cloud computing may include:	• basics of virtualisation • emerging trends • opportunities and risks • public, private and hybrid clouds • scalability • security and privacy • technical support.
Types of services may include:	• infrastructure as a service (IaaS) • platform as a service (PaaS) • software as a service (SaaS)

	• additional services: • storage as a service (STaaS) • security as a service (SECaaS) • data as a service (DaaS) • test environment as a service (TeaaS) • desktop as a service (DaaS) • application programming interfaces (API) as a service (APIaaS).
Benefits may include:	• increased efficiencies • reduced costs and overheads • solutions to business needs.
Risks may include:	• lack of privacy • reduced security.
Cost-benefit analysis may include:	• analysis of opportunities and risks • comparison of current costs with potential costs • short-term and long-term costs and benefits.
Business case may include:	• discussion with decision makers and advisors • documented proposal • summary of financial information • whiteboard or visual management board analysis.

Unit Sector(s)

Small Business