



Australian Government

Department of Education, Employment and Workplace Relations

ICAB5074B Monitor the system pilot

Release: 1

ICAB5074B Monitor the system pilot

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to evaluate the performance of the developed system among a subset of clients. The following unit is linked and forms an appropriate cluster: • ICAB5073B Pilot the developed system No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Monitor implementation of pilot system	1.1. Review pilot and support documentation, to ensure complete understanding 1.2. Identify pilot and system procedures 1.3. Supervise system functionality and integrity tests 1.4. Document findings 1.5. Provide appropriate technical support as required
2. Evaluate pilot system	2.1. Review pilot objectives and success criteria against pilot operation 2.2. Review client and executive feedback on pilot against acceptance criteria 2.3. Identify and prioritise areas of success and improvement 2.4. Assess the impact of changes on the pilot 2.5. Document review process and submit to appropriate person

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Problem solving skills for a defined range of unpredictable problems involving participation in the development of strategic initiatives (e.g. when appropriate technical support for the pilot is provided in a timely manner)
- Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information (e.g. when functionality and integrity of system is tested by client user groups and findings documented)
- Teamwork skills involving the contribution to solutions and goals of a non-routine or contingency nature (e.g. when client user and executive feedback on pilot are reviewed against acceptance criteria)
- Group facilitation and presentation skills in relation to transferring and collecting information and gaining consensus on concepts
- Project planning skills in relation to scope, time, cost, quality, communications and risk management (e.g. when ongoing operation of pilot is reviewed according to pilot project plan)
- Research skills for identifying, analysing and evaluating broad features of a

REQUIRED SKILLS AND KNOWLEDGE

particular business domain and best practice in system piloting (e.g. when organisational procedures used for the pilot are documented)

Required knowledge

- Current industry-accepted system piloting methodologies, with knowledge of general features and capabilities (e.g. when evaluating pilot)
- Current industry system development and design methodologies
- Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge in some areas
- Project objectives and client requirements (e.g. when monitoring implementation of pilot)
- Client business domain (e.g. when evaluating pilot)
- Three or more current industry information gathering methodologies
- Role of stakeholders and the degree of stakeholder involvement (e.g. when monitoring implementation of pilot)
- System's current functionality

Evidence Guide

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 following is essential:

- Assessment must confirm the ability to observe and evaluate the pilot by monitoring performance and analysing performance issues from a systems and a client user perspective.

To demonstrate competency in this unit the person will require access to:

- Acceptance criteria
- Pilot plan

Context of and specific resources for assessment

Assessment should demonstrate competency in:

- System functionality
- System integration
- User interfaces
- Validation of inputs and outputs
- System response and recovery times
- Whether the system meets the acceptance criteria

The breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and coordination would be characteristic.

Assessment must ensure:

- The demonstration of competency may also require self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.

EVIDENCE GUIDE	
	Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team coordination may also be involved.
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1. - Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. - Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: ICAB5073B Pilot the developed system An individual demonstrating this competency would be able to:

EVIDENCE GUIDE

	• Demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas • Analyse and plan approaches to technical problems or management requirements • Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations • Evaluate information, using it to forecast for planning or research purposes • Take responsibility for own outputs in relation to broad quantity and quality parameters • Take some responsibility for the achievement of group outcomes • Maintain knowledge of industry products and services
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Range Statement**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.

Pilot

- Details of pilot will vary according to organisational requirements and nature of system. All system pilots will take an iterative approach and involve users in the process

System may include but is not limited to:

- databases
- applications
- servers
- operating systems
- gateways
- application service provider
- ISP

Client may include but is not limited to:

- internal departments
- external organisations
- individual people

RANGE STATEMENT	
	• internal employees
<i>Acceptance criteria</i> may include:	• timeframe • cost implications • technical • accessibility • logistical considerations
<i>Appropriate person</i> may include:	• supervisor • teacher • authorised business representative • client

Unit Sector(s)

Unit sector	Build
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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