



Australian Government

Department of Education, Employment and Workplace Relations

ICAP5036B Determine appropriate IT strategies and solutions

Release: 1

ICAP5036B Determine appropriate IT strategies and solutions

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required during the initial planning phase to assist in determining the best IT solution as well as defining the basic goals of the solution and providing the basis for a high level project work plan. The following units are linked and form an appropriate cluster: • ICAP5039B Match IT needs with the strategic direction of the enterprise • ICAA5151B Gather data to identify business requirements 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		
	ICAP4037B	Contribute to the development of a

Prerequisite units		
		strategy plan

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. Evaluate IT needs of the organisation	1.1. Conduct an analysis process that determines the organisation's current needs and projected IT requirements 1.2. Review organisational environment and relevant industry changes and trends 1.3. Determine IT goals, objectives and future requirements 1.4. Prepare information for appropriate person(s) to determine scope with top-level management
2. Contribute to the development of the project goals and objectives	2.1. Determine project scope according to agreed brief 2.2. Align the project goals with the IT goals of the organisation 2.3. Determine the impact the system or changes will have on the organisation 2.4. Document project, goals and impact of changes according to requirements
3. Determine best IT systems solution	3.1. Evaluate a range of IT systems solutions according to project goals 3.2. Define the high-level hardware, software and communications environment necessary for the proposed systems solution 3.3. Develop a feasibility study and a cost-benefit analysis of the proposed solution 3.4. Ensure that the proposed solution aligns with the organisation's strategic plan 3.5. Forward feasibility study and cost-benefit analysis document to appropriate person for approval/sign-off

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 predictable problems, such as identifying the best IT systems solution and defining the basic goals of the system

REQUIRED SKILLS AND KNOWLEDGE

- Negotiation skills in relation to self and other team members and applied to a defined range of predictable problems, such as negotiating the best IT systems solution and defining the basic goals of the system
- Research skills for identifying, analysing and evaluating broad features of a particular business domain and best practice in system development and identifying business objectives and future requirements and business continuity impact
- Project planning skills in relation to set benchmarks and identified scope in relation to contributing to a high-level project work plan
- Teamwork skills involve the contribution to solutions and goals of a non-routine or contingency nature
- Report writing skills for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas, such as the contribution of information for development of a strategy report

Required knowledge

- Broad knowledge of two or more current industry systems development methodologies
- Current business practices in relation to preparing reports and group interview processes
- Components of the business planning process relevant to the development of IT business solutions
- Current industry accepted hardware and software products, with broad knowledge of general features and capabilities of technology
- The role and degree of stakeholder involvement in the development of the IT strategy
- Specific client business requirements in relation to proposed IT solutions
- Current business practices in relation to quality assurance practices for identifying and recommending IT solutions
- Feasibility and cost-benefit analysis and identifying information sources for a cost-benefit analysis

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 meet client requirements by ensuring that the recommended strategies and solutions are consistent with overall business objectives.

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

- Detailed information relating to business current needs and project requirements
- A client expectations brief
- Business objectives
- Business risks
- Information on a range of IT business solutions

The learner will need access to the outcomes of the business analysis process.

Context of and specific resources for assessment

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.

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.

Assessment must ensure:

EVIDENCE GUIDE	
	• self-directed application of knowledge and skills, with substantial depth in database design and development where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. • The learner will demonstrate participation in development of strategic initiatives, as well as personal responsibility and autonomy in performing complex technical operations.
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: • ICAP6038B Develop strategic and action plans • ICAP5039B Match IT needs with the strategic direction of the enterprise • ICAA5151B Gather data to identify business requirements

EVIDENCE GUIDE

	An individual demonstrating this competency would be able to: • 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.

<i>Hardware</i> may include but is not limited to:	• workstations • personal computers • modem or other connectivity device • networks • DSL modems • remote sites • servers
<i>Software</i> may include but is not limited to:	• commercial • in-house • packaged

RANGE STATEMENT	
	• customised software
Appropriate person may include:	• supervisor • teacher • authorised business representative • client
Feasibility included but not limited to:	• technical feasibility • operational feasibility • economic • schedule feasibility

Unit Sector(s)

Unit sector	Strategy Planning
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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