



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT410A Conduct post-implementation IT system reviews

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and execute an IT system review following implementation at a point where the system has been operational for some time.

Application of the Unit

This unit applies to in a range of information and communications technology (ICT) development roles required to review the success of a project with a view to contributing to best practice for future projects.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	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. Schedule review	1.1 Review organisational guidelines and criteria procedures to identify system implementation results 1.2 Convert the review process into specific criteria 1.3 Contact the appropriate person to schedule timing and venue of review 1.4 Prepare work schedule for the review based on organisation guidelines and identify action, items and staff involved 1.5 Contact appropriate vendor and other organisations, regarding support or service commitments
2. Carry out review	2.1 Explain the purpose of the review to stakeholders 2.2 Use techniques to obtain data on the areas under review
3. Document and publish results	3.1 Document and record information relating to the system review 3.2 Distribute review results and related documentation to stakeholders 3.3 Gather feedback from stakeholders about review document 3.4 Schedule additional meetings to discuss review findings with stakeholders 3.5 Finalise recommendations and action items from the review and distribute to appropriate person

Required Skills and Knowledge

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

Required skills

- analytical skills to obtain data on areas under review
- communication skills to liaise with stakeholders, vendors and other organisations
- literacy skills to:
 - review organisational guidelines
 - write accurate case notes
- planning and organisational skills to:
 - conduct meetings
 - prepare work schedule and organise staff
- problem-solving skills to resolve issues relating to system review
- technical skills to discuss system software and hardware issues with stakeholders.

Required knowledge

- client business domain
- current industry-accepted hardware and software products
- implementation process and issues
- review techniques
- specific project concerned
- role of stakeholders and the degree of stakeholder involvement in a review.

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: - plan a review of the system after the implementation has been completed and has been operational for some time - carry out this review - document the results.
Context of and specific resources for assessment	Assessment must ensure access to: - personal computer (PC) where software installation may be performed - use of software currently used in industry - documents detailing organisational style guide or policies - server and workstation hardware and software - internet connection - operational system and specifications - appropriate learning and assessment support when required - modified equipment for people with special needs.
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: - verbal or written questioning to assess candidate's knowledge of purpose of post-implementation reviews - direct observation of candidate facilitating meetings - evaluation of candidate's documented system review.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.

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>Organisational guidelines</i> may include:	• communication methods • content of emails • dispute resolution • document procedures and templates • downloading information and accessing particular websites • financial control mechanisms • opening mail with attachments • personal use of emails and internet access • virus risk.
<i>Appropriate person</i> may include:	• authorised business representative • client • supervisor.
<i>Stakeholders</i> may include:	• development team • project team • sponsor • user.

Unit Sector(s)

General ICT