



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT413A Relate to clients on a business level

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 formulate and implement service level agreements (SLAs).

Application of the Unit

This unit applies to individuals in a wide range of information and communications technology (ICT) areas who are required to deal with client supporting issues, including those arising from SLAs.

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. Prepare for development of SLA	1.1 Research organisational service standards, values and culture in order to understand the organisational environment 1.2 Investigate and document the goods and services provided by the organisation 1.3 Review current SLAs if appropriate
2. Develop SLA for consultation	2.1 Research client service needs and preferred level of service 2.2 Determine the level of service to be provided to the client 2.3 Develop a draft SLA for the client that incorporates quality, time, target performance and cost specifications
3. Negotiate client support service	3.1 Conduct a session with the client and present the draft SLA in a clear, concise and comprehensive manner 3.2 Present proposed cost and timeframes to the client 3.3 Negotiate terms with client and record alterations if required 3.4 Clarify areas of uncertainty or disagreement 3.5 Document terms of service negotiated with client, and refer document to appropriate person for approval and feedback
4. Monitor, adjust and implement procedures to maintain client focus	4.1 Assess progress in achieving client support service targets, using organisational systems and procedures 4.2 Gather client feedback to improve the provision of client support services where appropriate 4.3 Make adjustments to client support service based on client feedback and in line with organisational guidelines 4.4 Document changes to SLA and report changes to appropriate person

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - facilitate and make presentations
 - liaise and negotiate with clients
- literacy skills to:
 - analyse and evaluate information
 - prepare general information and papers
- problem-solving skills to develop solutions unique to a client.

Required knowledge

- business practices, including:
 - change management
 - information-gathering techniques
 - planning process, including development of IT business solutions
 - preparation of reports
- current industry-accepted hardware and software products, including:
 - general features and capabilities
 - vendor product directions
- legal principles of commercial contracts and service level agreements
- organisational policies, plans and procedures, including contracting
- theoretical concepts relating to negotiation and business relationships.

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: • negotiate client support service provision • formulate and implement service level agreements • meet client requirements for support service within quality, time, target performance and cost parameters.
Context of and specific resources for assessment	Assessment must ensure access to: • organisational policies, procedures and SLAs for the IT industry • contexts for negotiating SLAs and contracts • current IT hardware and software products. Where applicable, physical resources should include equipment modified 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: • direct observation of candidate's presentation of a draft service level agreement • review of candidate's documented terms of service as negotiated with a client • verbal and written questioning to assess candidate's knowledge of business practices, such as change management and planning processes.
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>SLAs</i> may include:	• consideration of business processes and requirements, clearly specified and quantified service levels, and evaluation or audit of service levels • SLAs for many different infrastructure services, including communications carriers, internet service providers (ISPs), active server pages (ASPs) and for vendor products • workload and performance considerations • expectations regarding servicing, penalties and charge back to business units.
<i>Client</i> may include:	• external organisations • internal departments • individuals • internal employees.
<i>Appropriate person</i> may include:	• authorised business representative • client • supervisor.
<i>Systems</i> may include:	• hardware and software components that run a computer.
<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.

Unit Sector(s)

General ICT