



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT510A Determine appropriate IT strategies and solutions

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 determine the best IT solution during the initial planning phase. It involves defining the basic goals of the solution and providing the basis for a high-level project work plan.

Application of the Unit

This unit applies to IT personnel who participate in the development of strategic initiatives. They may participate in teams, including teams concerned with planning and evaluation functions. Group or team coordination may also be involved.

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. 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 <i>appropriate person</i> 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 that 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 <i>hardware, software</i> and communications environment necessary for the proposed systems solution 3.3 Develop a <i>feasibility</i> 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 and sign-off

Required Skills and Knowledge

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

Required skills

- analytical skills to interpret, analyse and evaluate current needs and project IT requirements of the organisation
- communication skills to negotiate with other team members during the planning process
- literacy skills to write reports according to organisational requirements
- numeracy skills to develop a cost-benefit analysis
- project planning skills to set benchmarks and identify scope to contribute to a high-level project work plan
- research skills to:
 - analyse and evaluate broad features of a particular business domain
 - identify best practice in system development
 - identify business continuity impact
 - identify business objectives and future requirements
- technical skills to:
 - evaluate a range of IT systems solutions
 - define hardware and software for systems solution
 - identify the best IT systems solution and define the basic goals of the system.

Required knowledge

- broad knowledge of two or more current industry systems development methodologies
- components of the business planning process relevant to the development of IT business solutions
- current business practices to:
 - prepare reports and facilitate group interview processes
 - identify and recommend IT solutions following quality assurance practices
- current industry-accepted hardware and software products, with broad knowledge of general features and capabilities of technology
- feasibility and cost-benefit analysis and identifying information sources for a cost-benefit analysis
- role and degree of stakeholder involvement in the development of the IT strategy
- specific client business requirements in relation to proposed IT solutions.

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: - analyse organisation's current needs and projected IT requirements - determine the impact of system changes on the organisation - evaluate and recommend IT strategies and systems solutions to meet business objectives - develop a feasibility study and cost-benefit analysis of proposed solution.
Context of and specific resources for assessment	Assessment must ensure access to: - site where IT strategies and solutions may be developed - detailed information relating to current needs and project requirements of the business - outcomes of the business-analysis process - client expectations brief - business risks and objectives - range of IT business solutions. 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: - verbal or written questioning to assess candidate's knowledge of IT systems solutions - direct observation of candidate conducting feedback sessions - review of: - documentation prepared by candidate outlining the best IT systems solutions for the organisation - feasibility study and cost-benefit analysis of proposed solution developed by candidate.
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.
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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.

<i>Appropriate person</i> may include:	• authorised business representative • client • supervisor.
<i>Hardware</i> may include:	• modems or other connectivity device, including digital subscriber line (DSL) modems • networks • personal computers • remote sites • servers • workstations.
<i>Software</i> may include:	• commercial • customised software • in-house • packaged.
<i>Feasibility</i> may include:	• economic • operational • schedule • technical.

Unit Sector(s)

General ICT