



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT704A Direct ICT in a supply chain

Release: 1

ICAICT704A Direct ICT in a supply chain

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 direct information and communications technology (ICT) in the supply chain for a medium to large organisation.

Application of the Unit

Chief information officers in medium to large organisations apply the skills and knowledge in this unit to direct the effective use of ICT in the support of critical supply chain processes.

Their job roles combine high-level management and business skills to perform strategic planning and direction of emerging and converging technologies within the ICT industry.

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. Identify current or proposed supply chain infrastructure	1.1 Critically evaluate key principles of supply chain management 1.2 Identify supply chain processes in the organisation from operational and business perspectives 1.3 Identify and review management and operational links to external organisations 1.4 Identify current chains, network processes, service and performance objectives
2. Direct ICT strategy to support supply chain processes	2.1 Develop strategy to align ICT technical resources with identified supply chain processes 2.2 Build communication model to improve the integration and sharing of critical business information between decision makers, operations and technical divisions 2.3 Identify the key performance indicators that will track progress against the strategic company objectives
3. Lead risk management of supply chain ICT support services	3.1 Lead development of strategy for risk assessment of internal and external supply chain processes 3.2 Assess risk assessment to ensure it complies with organisational policy 3.3 Mitigate identified risks
4. Direct quality assurance processes for supply chain ICT support services	4.1 Implement strategies to monitor performance levels of supply chain ICT support services 4.2 Ensure continuous improvement of supply chain ICT support services

Required Skills and Knowledge

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

Required skills

- analytical skills to:
 - conduct enterprise resource planning and management
 - investigate a critical incident and provide recommendations and remedies
- communication skills to:
 - resolve conflict
 - negotiate prices and support with vendors
- literacy skills to:
 - prepare reports to senior management
 - present and articulate complex information and ideas clearly to an appropriate audience
 - read and interpret an organisation's reports, policies and procedures in order to establish and review business continuity management framework
- initiative, enterprise and problem-solving skills to:
 - act as a positive role model
 - assess vulnerabilities in organisational processes and infrastructure set-up
 - evaluate competitive technologies
 - solve problems individually and in teams in response to changing environments
 - translate a range of ideas into appropriate action
- planning and organisational skills to:
 - establish and monitor the organisation's continuous improvement and planning processes
 - undertake the necessary background research for the development and monitoring of strategic management plans
- technology skills to:
 - compare and recommend new technology solutions to improve organisational outcomes
 - evaluate complex information technology issues within the organisation's environment.

Required knowledge

- business continuity issues for the organisation
- organisation's industry and current functionality, including existing data and information systems
- organisation's internal and external dependencies and interdependencies
- organisational policies and procedures, including risk-management strategy
- past and current internal, external and industry disruptions

- relevant legislation and regulations that impact on business continuity, such as OHS, environment, duty of care, contract, company, freedom of information, industrial relations, privacy and confidentiality, due diligence and records management.

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: • develop strategic directions for supply chain management in alignment with organisational goals • develop policy for supply chain processes • conduct risk analysis on ICT support of supply chain processes and implement procedures that identify where risk occurs and what measures need to be taken to mitigate the risk • develop continuous improvement plan for ICT support of supply chain processes.
Context of and specific resources for assessment	Assessment must ensure access to: • relevant strategic level enterprise documentation, including planning, financial and ICT infrastructure documentation • relevant legislative policies. 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 the candidate carrying out project work • verbal or written questioning to assess required knowledge and skills • review of reports and implementation plans • a portfolio of the project work undertaken. Note: The preferred assessment method is through a workplace project or through a simulated medium to large enterprise workplace.
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>Supply chain</i> may include:	• movement and storage of raw materials • finished goods from point-of-origin to point-of-consumption • planning and management of activities involved in: • sourcing • procurement • conversion • logistics management activities • work-in-process inventory.
<i>Communication model</i> may relate to:	• emails, memos, letters, reports and proposals • good, relevant and timely flow of information between an organisation's employees and with its customers • verbal, such as formal and informal meetings • written • tools: • iPhones • laptops • personal productivity tool (PPT).
<i>Key performance</i> indicators may relate to:	• descriptions of measures or outcomes that: • are key to the organisation's success • are usually long-term considerations • must be quantifiable (measurable) • reflect organisational goals.
<i>Risk assessment</i> may include:	• coordinated and economical application of resources to minimise, monitor and control the probability or impact of unfortunate events or to maximise the realisation of opportunities • establishment of a secure environment for IT assets • identification, assessment and prioritisation of risks • risk plans • information gathering • threat identification and evaluation • scenario development • risk prioritisation

	• counter measure identification • report and follow-up.
Organisational policy may refer to:	• internal documentation that guides actions that are particular to the organisation issuing the policy, and guides processes that are most likely to achieve a desired outcome • process of making important organisational decisions, including the identification of different alternatives, such as programs or spending priorities, and choosing among them on the basis of the impact they will have • political, management, financial and administrative mechanisms arranged to reach explicit goals.
Performance levels may refer to:	• levels of availability, serviceability, performance, operation, or other attributes of the service, such as billing • contracted delivery time or performance of the service.
Continuous improvement may include:	• efforts that seek incremental improvement over time or breakthrough improvement at once • ongoing effort to improve products, services or processes • processes that are constantly evaluated and improved in the light of their efficiency, effectiveness and flexibility.

Unit Sector(s)

General ICT