



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT709A Facilitate business analysis

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 direct internal and external information and communications technology (ICT) services within 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 strategic planning, risk management and security of internal and external ICT infrastructure of their organisation.

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. Facilitate the elicitation of stakeholder business requirements for enhancements	1.1 Ensure business requirements documentation is complete and according to enterprise standards 1.2 Ensure that proposed project benefits align with strategic directions 1.3 Determine the scope, complexity, deliverables and time lines of the business process enhancements to be undertaken
2. Prioritise enhancements that add value to business operations	2.1 Identify the business operations necessary to analyse the business domain 2.2 Negotiate requirements definition with stakeholders 2.3 Develop a process for addressing change requests in a dynamic environment
3. Provide interface between technical and business stakeholders	3.1 Facilitate the selection of a modelling tool for a business system 3.2 Facilitate the selection of information-gathering tools 3.3 Ensure requirements-analysis content addresses the project objectives 3.4 Participate in the development of a technical specification

Required Skills and Knowledge

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

Required skills

- analytical skills to evaluate enterprise resource planning and management
- communication skills to:
 - resolve conflict
 - negotiate requirements with stakeholders
 - prepare reports to senior management
 - read and interpret organisational reports, policies and procedures 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
 - manage teams
 - undertake 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 organisational environment.

Required knowledge

- AS/NZS ISO 31000:2009 Risk management
- 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 a strategy to align IT services with organisational goals • conduct risk analysis, including security for IT assets, and implement procedures that identify where risk occurs and what measures need to be taken to handle the risk • produce contingency plans for business continuity • establish warning systems and an ongoing process that includes regular or programmed reviews of the risk profile • confirm sufficient knowledge of security products and organisational security policy • develop strategy for the implementation of appropriate processes and procedures that ensure that quality expectations are met.
Context of and specific resources for assessment	Assessment must ensure access to: • relevant strategic level enterprise documentation, including planning, financial and IT infrastructure • 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 • review of 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.
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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>Enterprise</i> may relate to:	• business or management structure • conglomerate of business entities • external environment in which a business is operating, including contractors and externally provided services • specific business entity • way in which organisational members perceive and characterise their environment in an attitudinal and value-based manner.
<i>Benefits</i> may include:	• better quality product • cost reduction • creation of solutions • greater market share • improved: • competitiveness • customer service • efficiency • profitability • increased security • reduced risks • reduced waste • up-to-date documentation.
<i>Business process</i> may relate to:	• collection of related and structured activities or tasks that produce a specific service • product for a customer or customers.
<i>Business domain</i> may include:	• automotive • education • finance • health • hospitality • information technology • manufacturing • recreation • services • tourism

	• other transport.
Stakeholders may include:	• community • creditors • employees • government • internal and external customers • owners and shareholders • senior management • suppliers • trade unions.
Change requests may originate from:	• document containing a call for an adjustment of a system • changes in underlying structures or standards • identified inefficiencies • internal or external customer complaints • management process.
Modelling tool may refer to:	• activity diagrams • business process modelling notation (BPMN) • cognition-enhanced natural language information analysis method (CogNIAM) • event-driven process chain (EPC) • extended business modelling language (xBML) • ICAM DEFinition (IDEF0) • simulation • tool to facilitate the representation of the business processes of an enterprise • unified modelling language (UML) • use case diagrams.
Information-gathering tools may include:	• quantitative tools: • competitor analysis • market analysis • queuing theory • statistics • qualitative tools: • interviews • observation • questionnaires • reviews of existing documentation • SWOT analysis.
Technical specification:	• may relate to explicit set of requirements to be satisfied by: • material • product

	• service • is derived from a requirements analysis.
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Unit Sector(s)

General ICT