



Australian Government

Department of Education, Employment and Workplace Relations

ICASAD605A Elicit IT requirements

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 undertake and engage stakeholders in the key task of defining IT requirements.

Application of the Unit

This unit applies to senior business analysts in medium to large organisations who ensure that requirements elicited are complete, clear, correct and consistent, and can serve as a solid foundation for the solution to the business needs.

Their job roles combine high-level management, business and technical skills necessary to manage complex analysis efforts within the information and communications technology (ICT) industry, often as part of business critical IT 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. Prepare for elicitation	1.1 Define the specific activities and the planned dates for a particular <i>elicitation activity</i> 1.2 Build a detailed schedule 1.3 Communicate the plan to affected parties
2. Conduct elicitation activity	2.1 Conduct elicitation activity 2.2 Monitor captured requirements against business objectives to prevent scope creep 2.3 Capture and document <i>requirements' attributes</i> 2.4 Update process metrics as the basis for future planning
3. Document elicitation results	3.1 Record elicitation outcomes in the <i>appropriate form</i> 3.2 Present elicitation outcomes to stakeholders and obtain agreement
4. Confirm elicitation results	4.1 <i>Review</i> the documented outputs with the stakeholders 4.2 Confirm that own understanding reflects stakeholder intentions and preferences

Required Skills and Knowledge

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

Required skills

- analytical skills to analyse:
 - document and system interface
 - others' observations
 - impact of changes
- communication skills to:
 - conduct interviews, develop surveys and questionnaires
 - conduct focus groups, requirements workshops, walkthroughs and to present requirements
- planning and organisational skills to plan and conduct elicitation activities
- technical writing skills to develop requirements documents and specifications
- technical skills to develop solution concepts and prototypes.

Required knowledge

- conflict-resolution and issue-management techniques
- negotiation and consensus strategies
- techniques to elicit and manage the gathering of requirements
- risk management strategies with regard to requirements gathering, staff management and proposed systems
- scope management and change control processes
- version control and configuration 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: • plan and conduct requirements elicitation activities • select and apply techniques that are appropriate to the situation • document requirements and obtain stakeholder sign-off.
Context of and specific resources for assessment	Assessment must ensure access to: • appropriate policies • current business analysis practices • tools • legislation if applicable • other documentation • 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: • evaluation of a simulated or workplace project in a medium to large enterprise • direct observation of the candidate carrying out business analysis work • verbal or written questioning to assess required knowledge and skills • review of reports and plans prepared for the projects • evaluation of a portfolio of the project work undertaken.
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.

Elicitation activity may include:	• brainstorming • document analysis • focus group • interview • interface analysis • observation • prototyping • workshop • survey or questionnaire.
Requirements' attributes to aid in managing each requirement throughout its life cycle may include:	• source • its value • its priority.
Appropriate form may include:	• visual or audio recordings • written documents describing the outcomes, such as meeting minutes • actual or virtual whiteboards where notes are retained until they are transferred to another medium.
Review may include:	• informal discussion or brainstorming • structured or facilitated workshop • use of formal review tools, such as survey or interview.

Unit Sector(s)

Systems analysis and design